National Health Service Corps (NHSC)

- Established in 1970 by Congressional order to address health disparities
- Committed to improving health of Nation’s underserved by:
  - Uniting communities in need with caring health professionals
  - Supporting communities’ efforts to build systems of health care

Overview

- Organization
- Program Overview
- Site Eligibility & Compliance
- How to Market your Health Center
- Regional Data
- Policy Updates
- NHSC Events & Initiatives

Health Resources and Services Administration

- The “Access Agency”
- Programs Include:
  - Health centers, YOU, serve about 19M
  - Care & treatment for 533,000 with HIV/AIDS
  - Maternal and Child Health
  - Rural Health
  - National transplantation system for organ, tissue, and blood stem cells
  - Health workforce issues
NHSC Commitment

- Nearly 64 million Americans (1/5) lack adequate access to primary health care
- For more than 35 years, NHSC has connected more than 30,000 primary care professionals with underserved communities


NHSC Programs

- Scholarships (NHSC SP)
- Loan Repayment (NHSC LRP)
- State Loan Repayment (SLRP) – October 1, 2010 - Transferred to Bureau of Clinician Recruitment Service

NHSC Scholarship Program

- Scholarships to students who commit to practicing primary care in HPSAs of greatest need upon completion of education or training
  - 2010-11 Scholar HPRA requirement is 15 for PAs and 17 for all other disciplines
- Period of service is 2-4 years based on number of years of scholarship support
- Students choose their practice site from a list of approved sites located in areas of greatest need across the country

Scholars Available

- Certified Nurse Midwives
- Dentists
- Family Nurse Practitioners
- Physician Assistants
- Primary Care Physicians
  - FP, IM, PEDS, & OB/GYN
- Psychiatrists

Loan Repayment Program (LRP)

- Repayment of educational loans for clinicians who are providing full-time clinical services
- 2-year service commitment with options for additional years
- Maximum repayment during the required initial 2-year contract is $50,000.
- Site/vacancy must be approved and clinician must also make a separate application to the NHSC
Recruit LRP Clinicians

- Primary Care Physicians
  - FP, IM, PED, & OB/GYN
- Primary Care Nurse Practitioners
- Physician Assistants
- Certified Nurse Midwives
- Dentists
- Dental Hygienists

Recruit these LRP Clinicians

- Mental and Behavioral Health Professionals
  - Health Service Psychologists
  - Clinical Social Workers
  - Licensed Professional Counselors
  - Marriage and Family Therapists
  - Psychiatric Nurse Specialists
  - Psychiatrists

FY 2010 National Award Activity

<table>
<thead>
<tr>
<th>Program</th>
<th>2009 Awards</th>
<th>2010 Awards</th>
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<tbody>
<tr>
<td>NHSC LRP</td>
<td>1,650</td>
<td>1,814</td>
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<tr>
<td>ARRA NHSC LRP</td>
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<td>2,206</td>
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<tr>
<td>NHSC Part-time LRP</td>
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<td>220</td>
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<tr>
<td>NHSC SP</td>
<td>88</td>
<td>29</td>
</tr>
<tr>
<td>ARRA NHSC SP</td>
<td>70</td>
<td>181</td>
</tr>
<tr>
<td>TOTAL</td>
<td>2,637</td>
<td>4,450</td>
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</table>

Benefits of becoming an NHSC Site

- Recruit clinicians applying for NHSC loan repayment and, if your HPSA score is high enough, who have received the NHSC Scholarship
- Post clinical vacancies on our online national recruitment database
- Network with other NHSC Member Sites
- Develop linkages with important state and national workforce resources
Site Eligibility - Types of Sites

- Public or private entity
- Community/Migrant Health Centers
- Rural Health Clinics
- Private practices
- Indian Health Service/Tribal Health Centers
- Prisons – State and Federal
- Community Mental Health Centers

Site Eligibility - HPSAs

- Health Professional Shortage Areas (HPSAs) can be:
  - Primary care – shortage of primary care providers
  - Mental health – shortage of mental health providers
  - Dental – shortage of oral health providers
- NHSC clinicians must work in a HPSA appropriate for their discipline

Site Eligibility – Automatic HPSAs

- All Federally Qualified Health Centers (FQHCs) and FQHC Look-Alikes have an Automatic HPSA designation
- Certified Rural Health Clinics are eligible for Automatic HPSA but must apply and meet NHSC Charges for Services Requirements
- Native American populations and sites also have Automatic HPSA opportunities
Site Eligibility – Services Provided

• Provide comprehensive primary care, mental and behavioral health and/or dental services
• Ambulatory (no inpatient sites)
• Ensure access to ancillary, inpatient and specialty referrals

Site Eligibility – Charges for Services

• Ensure no financial barriers to care exist
  › Fees for service consistent with prevailing rates in area
  › Discounts or waives fees for individuals at or below 200% of the Federal poverty level
  › Accepts assignments for Medicare beneficiaries; and enters into agreements with Medicaid and State Children’s Health Insurance programs
  › Prominently posts signage

Site Eligibility – Hiring NHSC Clinicians

• When hiring NHSC Clinicians sites agree:
  › Full-time clinical (half-time this year)
  › No reduction in salary because of NHSC
  › Communicate changes in employment
  › Only allow practice at approved site(s)
  › Make available personnel/practice records
  › Not restrict communication between clinician and NHSC
  › Support clinicians attending NHSC meetings

Site Eligibility - Application

• Once a Site Application is approved, sites can post vacancies on the NHSC on-line Job Opportunities List as needs arise
• Site approvals are good for 3 years or until HPSA changes or the site becomes out of compliance
• http://www.nhsc.hrsa.gov/communities/apply.htm

Job Opportunities List

http://nhscjobs.hrsa.gov/Search_HPOL.aspx

Promote Yourself!

• NHSC Site Profile
  › A strong profile:
    • Promotes the best of your community and why a candidate should be excited to move to your town
    • Paints a picture of a typical work day
    • Provides details about the populations served
    • Promotes your facility and its assets (people and resources)
• Link clinicians to your website
Keep in mind…

- 3-Year Site Application
- Submitting Site Profiles – available online
- Site Visits
- Signage Requirements
  - Sliding Fee,
  - No one denied access because of:
    - Inability to pay, Medicare & Medicaid, discrimination
- Contacting NHSC
  - Vacancies: http://www.nhsc.hrsa.gov/communities/callforhelp.htm
  - Clinician issues
  - Clinician Conferences

Help WWWanted

- http://champsonline.org/JobBank
- https://www.3rnet.org/
- http://practicelink.com/
- http://www.uoworks.com/
- http://physicianwork.com/
- http://www.monster.com/
- http://hotjobs.yahoo.com/

REGIONAL DATA

HPSA Total vs. HPSAs with NHSC in Each HHS Region

HPSA Population by Type & Region
AFFORDABLE CARE ACT OF 2010

Affordable Care Act Builds On:

- Significant Program Expansion
  - $300 million in expansion funds for the NHSC from the American Recovery and Reinvestment Act
  - More than 7,000 clinicians presently serving
  - 7,358 Primary Care Providers estimated in 2010 vs. 4,808 in 2009
  - Over 10,000 NHSC-Approved sites
    - 5% Rural Health Clinics
    - 40% Community Health Centers
- Recent Program Improvements
  - Simplifying the NHSC site application and approval process.
  - Examining NHSC disciplines to ensure the primary care workforce needs are supported.
  - Assessing NHSC program implementation with the goal of driving more people into primary health care careers to meet public needs.

Affordable Care Act & NHSC

- 3,000+ new LRP awards and over 200 scholarships expected in FY 2011.
- Authorizes and appropriates $1.5 billion for the NHSC through 2015.
  - FY2011: $290 million
  - FY2012: $295 million
  - FY2013: $300 million
  - FY2014: $305 million
  - FY2015: $310 million
- New streamlined version of the NHSC Loan Repayment Bulletin will be published in Oct/Nov 2010.
- NHSC Scholarship Bulletin to be published by April 2011
Affordable Care Act (cont.)

- Reauthorizes the National Health Service Corps through 2015.
  - Increasing the maximum annual loan repayment award from $35,000 to up to $50,000.
  - Establishes permanent half-time service opportunities for NHSC scholars and loan repayers with the creation of 2- and 4-year contracts for the Loan Repayment Program.
  - NHSC participants may now receive up to 20 percent service credit for teaching (and up to 50 percent in future Teaching Health Centers).
- Modifies the Nursing Education Loan Repayment Program to include nurse faculty.

2011 Loan Repayment Guidance

- October or November 2010 Release
- Combines Full-time and Part-time (2 & 4 year)
- Award Amount – Under Review
- Includes 20% and 50% Teaching Option
- Discipline Expansion – Jan/Feb 2011
- Easy to Read Format
- Terminology Change - “Amendment” to “Continuation”
- Web-based Application & Customer Service Portal

NHSC Funding Levels

- Doubling of funding

NHSC Field Strength

- 7,000+ by the end of FY2010
- Doubling of Field Strength

National Health Service Corps and the Affordable Care Act (cont.)

- Investment in NHSC has more than doubled since FY2008
- By FY2011, funding will increase by over 400%
- Substantially increases access to care and grows primary care workforce

NHSC Field Strength

- 2004 (3,900+)
- Today (7,000+)

ARRA

- Doubling of Field Strength
TOMORROW’S NHSC: SHAPING THE FUTURE VISION

Change is Underway

- Refreshed NHSC Website - August 2010
- NHSC Virtual Community/Resource Center
- Redesigned NHSC Conferences
- Scholar Placement Process – Regional Office Role
- Improved Customer Service – Clinicians & Sites
- Policy Review
- NHSC Partner & Participant Survey Results

NHSC Initiatives

- Building Brand Recognition & Public Awareness
  - Creating a NHSC Presence in the Marketplace
- Extending NHSC reach via Regional Offices
- Reengineering Site Application, Renewal and Posting of Vacancies – Site Partnership Initiative
- Developing a Bureau-wide Customer Service Strategy
  - Improving & Consolidating NHSC Call Centers
  - Rebranding & Website Redesign
  - Information System & Customer Portal
  - More proactive touches to our Clinicians & Sites
- Building Internal & External Partnerships
- Emphasis on Clinician Retention

Site Partnership Initiative

- Reengineering & Streamlining Site Application, Renewal Process and Posting of Vacancies
  - Eliminate Application Process for Pre-qualified NHSC Sites
  - Profiles on each Site & Community
  - Standard Processing Timeframes
  - Web-based Customer Service Portal
  - Regular, Timely Communication
  - Excellent Customer Service
  - Resources/Technical Assistance
- Site Recruitment
- Clinician Retention Strategy/Framework

Recent and Upcoming Events

- Loan Repayor Conferences
  - August 5-8: Washington, D.C.
  - October 7-9: Chicago, IL
  - December 9-11: San Francisco, CA
    - Shrs CEU available
    - Internet Enabled Training option
- Scholar Conference
  - August 25-28: Tampa, FL

Partnership

- BCRS & NHSC is committed to enhancing our Partnerships
- Fortunate to have Partners
  - PCOs; PCAs; AHECs; State Office of Rural Health; NACHC
  - NHSCs Scholars, Loan Repayors, Alumni, & Ambassadors
  - NHSC Sites
  - SEARCH
- Road Map for Success is Partnership
## Region VIII State Contacts

<table>
<thead>
<tr>
<th>States</th>
<th>Contact</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>CO &amp; ND</td>
<td>Erica Pearson</td>
<td><a href="mailto:epearson@hrsa.gov">epearson@hrsa.gov</a></td>
</tr>
<tr>
<td>MT &amp; WY</td>
<td>Brenda Neubaum</td>
<td><a href="mailto:bneubaum@hrsa.gov">bneubaum@hrsa.gov</a></td>
</tr>
<tr>
<td>UT &amp; SD</td>
<td>Christine Poe</td>
<td><a href="mailto:gpoes@hrsa.gov">gpoes@hrsa.gov</a></td>
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</tbody>
</table>

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HRSA/BCRS Division of Regional Operations  
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Thank You!