NATIONAL HEALTH SERVICE CORPS

STUDENTS TO SERVICE ORIENTATION AND EMPLOYMENT SEARCH GUIDE

JUNE 2015

Connecting dedicated primary care providers with the communites that need them

DEPARTMENT OF HEALTH & HUMAN SERVICES · USA

HRSA Health Workforce

NHSC.hrsa.gov

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Letter from the Director

Congratulations! We at the National Health Service Corps (NHSC) hope that your training experiences thus far have not only been fulfilling, but have further strengthened your passion to provide primary health care to the underserved.

The impact you will make as you transition to practice is vast. One in five people in the United States lives in a primary care shortage area, which means they go without essential health services, or have to travel long distances to see their primary care practitioner. Too many Americans—particularly in underserved rural and urban areas—go without checkups, preventive screenings, vaccines, routine dental work, and other care, simply because there is no one to provide care and treatment. At its heart, the NHSC is about bringing primary care to communities in need and you will help us to fulfill that mission.

As an NHSC Students to Service Participant, you will have the opportunity to choose from positions located at NHSC-approved sites in high-need areas. You, and the NHSC-approved site, will be looking for a match that is right for you both. As you transition into practice, we encourage you to maintain consistent communication with the NHSC. Reach out to our dedicated staff with any questions you may have. We are here to provide support as you explore the many job opportunities that can be found within our diverse array of NHSC-approved sites.

Our hope is that you not only find a site that meets your professional needs, but a community that you will be proud to call home for years to come!

Thank you,

Director, National Health Service Corps

Employment Search Overview

You are entering the phase of your National Health Service Corps (NHSC) Students to Service commitment where you transition from training to service.

During this time, you will:

- Identify geographic locations of interest.
- Research NHSC-approved sites and inquire about current, or anticipated, vacancies.
- Apply for competitive positions and visit sites that not only meet program requirements, but are also of interest to you.
- Accept a job and (possibly) relocate to begin your career.

This *NHSC Students to Service Orientation and Employment Search Guide* is intended to serve as a resource. It includes information on key dates, site search resources, site visit and relocation logistics, and much more.

While the responsibility for finding a job is yours, the NHSC is here to support you throughout the site search process. During this time, the NHSC will also provide resources and invitations to participate in virtual events that are created specifically for you. You are strongly encouraged to participate in these events, since they will provide details about your upcoming site search, relocation process and fulfilling your NHSC service requirements.

Important Dates and Milestones

It is your responsibility to meet specific deadlines. Closely review the dates listed below.

2016 EMPLOYMENT DEADLINES

DISCIPLINE TEST & LICENSURE	DISCIPLINE TEST & LICENSURE	BEGIN SERVICE BY
Physicians completing residency	By the time service is scheduled to begin	6 months after the end of your residency

SITE SEARCH MILESTONES

WHEN	WHAT	HOW-WHY
June 2015	The *NHSC Students to Service Orientation and Employment Search Guide* is available to all awardees in the 2016 class.	The *NHSC Students to Service Orientation* and *Employment Search Guide* will help you understand and prepare for your transition to service.
June – July 2015	You will be introduced to and contacted by your Regional Advisor and will receive information about participating in the Program Guidelines webinar.	Regular communication between yourself and your Regional Advisor will make the site search process easier.
June 2015 through start of employment	Regular calls to your Regional Advisor.	Regular communication between yourself and your Regional Advisor will keep your advisor informed of how your interviews and site search are going.
February 1, 2016	Deadline to submit Notice of Intent to accept a chief residency or fellowship position.	Deferments are granted in 1-year increments. Requests for chief residency or fellowship positions should be submitted through the **Customer Service Portal**.
April 15, 2016	Deferment deadline to continue postgraduate residency training for physicians.	Deferments are granted in 1-year increments. Submit requests through the **Customer Service Portal** while you complete your residency.

Preparing for Service

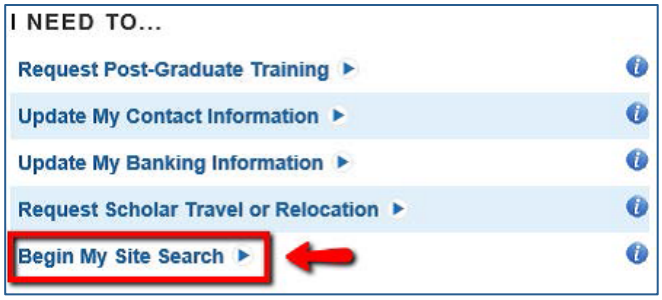
PICKING YOUR TOP THREE STATES

This spring, you will receive an email from NHSC asking you enter the top 3 states where you would like to work into the **Customer Service Portal.** (See Figure 1) This information will help determine which Regional Advisor will be assigned to you. Think about your ideal living and working environments. Although you may need to make compromises along the way, it is good to start by assessing your needs vs. wants.

Take a moment to consider the following questions:

- Would I prefer a rural, frontier, or urban setting?
- In which city or state would I prefer to reside?
- What types of social or recreational amenities would I like nearby?
- Are there special considerations I need to make for my spouse/partner or my children?
- Are there other NHSC-approved sites where I can work if my first preference isn't available?

Figure 1



WORKING WITH YOUR REGIONAL ADVISOR

Once you have picked your top 3 states, you will be assigned a Regional Advisor. In most cases, NHSC will try to assign you to a Regional Advisor who is very familiar to the area you list as your first choice. Once assigned, your Regional Advisor will be in contact with you to make sure that you are on track for finding your new job. The Regional Advisor may know of sites that have not yet posted a job vacancy. Your Regional Advisor will also work with other Regional Advisors across the country should you decide to change your first choice.

The Regional Advisor can offer suggestions, give advice, and assist you in getting all of your documentation uploaded into the **Customer Service Portal**. While your Regional Advisor will work with you to help find a new job, your Regional Advisor will not communicate on your behalf with potential employers or assist you in negotiations.

CLINICAL ROTATIONS AT NHSC-APPROVED SITES

If you have elective clinical rotations remaining in your academic training, you should consider a clinical rotation at an NHSC-approved site that has a Health Professional Shortage Area (HPSA) score of 14 or higher to experience working in a high-need site. Once you have selected the site you wish to visit, ask if they would be willing to host you during a clinical rotation. During this type of clinical experience, you will get a valuable opportunity to get acquainted with the practice site, its leadership, and the larger community.

The NHSC will pay for your round-trip travel and three days and two nights of per diem to complete a clinical rotation, as a site visit, at an NHSC-approved site. You and the site should discuss any additional costs beforehand, including a possible stipend while in rotation. This funding for the clinical rotation comes from your site visit allocation.

We strongly advise that you secure a written agreement, with the rotation site, that details items such as: room and board; anticipated clinical experience; dates of rotation; and any other items that are unique to the rotation.

Identifying Potential Service Sites

EMPLOYEE SITE REQUIREMENTS

To successfully fulfill your NHSC service commitment, you must find a job at an NHSC-approved site with the requisite Health Professional Shortage Area (HPSA) score for your discipline. Refer to the 2016 Employment Deadlines on Page 3. Disciplines include mental and behavioral health, primary care, and dental. Scholars may work at more than one NHSC-approved site. However, each of the sites must be NHSC-approved and meet the HPSA requirement. There can only be one NHSC Scholar hired per discipline at any one site per placement year. For further details see Page 18 – Sites Requesting Additional Students to Service Awardees.

NHSC-APPROVED SITES

NHSC-approved sites are facilities that provide primary care, dental, and/or mental and behavioral health services to all patients regardless of their ability to pay. All sites must be approved through the NHSC and have a formal NHSC Site Agreement in place. During your site search, you should develop a list of potential sites with job vacancies, so you have additional alternatives in case your first choice isn't available.

1. **Federally Qualified Health Centers**
   a. Community Health Center
   b. Migrant Health
   c. Homeless Program

d. Public Housing Program
e. School-Based Program
f. Mobile Clinic

2. **American Indian Health Facilities: Indian Health Service Facilities, Tribally-Operated 638 Health Programs, and Urban Indian Health Programs**
   a. Federal Indian Health Service
   b. Tribal/638 Health Facility
   c. Dual-Funded (Tribal Health Clinic and FQHC 330 Funded)
   d. Urban Indian Health Program

3. **FQHC Look-Alikes**

4. **Correctional or Detention Facilities**
   a. Federal Prison
   b. State Prison
   c. Immigration and Customs Enforcement Health Service Corps

5. **Certified Rural Health Clinics**
   a. Provider-Based
   b. Independent

6. **Critical Access Hospitals**

7. **Community Mental Health Centers**

8. **State or Local Health Departments**
   a. State-run
   b. Local-run

9. **Community Outpatient Facilities**
   a. Hospital Affiliated
   b. Non-Hospital Affiliated

10. **Private Practices**
    a. Solo Practice
    b. Group Practice

11. **School-Based Clinics**

12. **Mobile Units**

13. **Free Clinics**

The following are **not** NHSC-approved site types:

1. **Inpatient Hospitals (including Veterans Administration Hospitals, and with the exception of Medicare-approved Critical Access Hospitals)**
2. **Other Inpatient Facilities**
3. **Residential Facilities**
4. **County/Local Prisons**

For more information on NHSC-approved sites, please visit the **NHSC Jobs Center** or review the **NHSC Site Reference Guide**.

Health Professional Shortage Area Scores

Health Professional Shortage Area (HPSA) scores are a multi-variable calculation that defines the degree of health services needed in a given area, facility, or population. HPSA scores range from 0 to 26 for dental, 0 to 25 for primary care, and 0 to 25 for mental health. A higher HPSA score equates to a greater need for health professionals. The required HPSA score varies from year to year and is published in the *Federal Register Notice*.

To successfully fulfill your commitment to the NHSC, you must find a job at an NHSC-approved site and begin employment at this site by your Employment Deadline. For your scholar class, the site must have a Health Professional Shortage Area (HPSA) score of 14 or higher in your professional field of primary care.

The site must have a Health Professional Shortage Area (HPSA) score of 14 or higher in your professional field of primary care, mental health, or dental.

NHSC-approved sites may carry different HPSA scores for each discipline (i.e. mental and behavioral health, primary care, and dental). If, for example, the qualifying HPSA score for your scholar class assignment is 14 or above, a site that has a HPSA score of 18 for dental and a 6 for primary care, would ONLY be eligible to hire an oral health practitioner because the primary care score falls below the requisite HPSA threshold for this particular scholar class.

On rare occasions, a HPSA score may change during the course of the year. Should this occur during the period between your interview with a site and the time when you are scheduled to begin employment at the site, the NHSC will honor the HPSA score at the time of the NHSC approved interview.

Although the NHSC strongly encourages you to begin and end your service commitment at the same site, we recognize that situations may arise that will require a transfer to a new site. If such a circumstance occurs, you will still be required to transfer to an NHSC-approved site that meets the requisite HPSA score for your assigned scholar class.

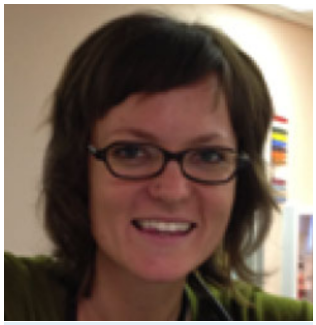
The HPSA data listed in the **NHSC Jobs Center** is considered the official data for use with NHSC programs. However, you are required to verify the site's HPSA score with your Regional Advisor. Please visit the **NHSC Jobs Center** to view HPSA scores for all active and approved NHSC sites.

You may work at more than one NHSC-approved site. However, each of the sites must be NHSC-approved and meet your HPSA score requirement.

Employment Search Resources

REGIONAL ADVISOR

You will be paired with a Regional Advisor who will provide you with resources to aid in your site search. They will also monitor your submission of appropriate documentation as you transition into service. Check in with them regularly. Your advisor is available to answer any questions you may have.



My advisor helped me find resources outside of the [NHSC Job Center]. One of the agencies contacted me out of the blue and told me about the job that I now have.

– ALLISON BACON, MD

NHSC JOBS CENTER

Before you contact an NHSC-approved site, find out about the site by viewing its Site Profile on the **NHSC Jobs Center**. It includes information about NHSC-approved sites and allows you to sort sites by city, state, discipline, open vacancies, and HPSA scores. Although the HPSA scores posted on the **NHSC Jobs Center** are considered official, you are required to contact your Regional Advisor to confirm the accuracy of the HPSA scores.

An Internet search can also uncover valuable information about a site, its vacancies, and the surrounding area. Not all NHSC-approved sites use the Jobs Center, so Internet searches, or accessing the organization's website, can be useful too. Remember, it is up to you to contact potential employers and secure a job that meets your NHSC contract requirements.

STATE CONTACTS

You can contact state workforce partners who are dedicated to supporting primary care in underserved areas to assist you with identifying NHSC-approved sites that have, or may soon have, open positions.

Although it varies, most states have the offices and associations listed below. Please speak with your Regional Advisor about engaging with representatives from one or all of these organizations

- **Primary Care Associations (PCA)** represent the community health centers in each state. Some have their own job websites or recruitment resources. You might also consider asking them to send an email to their member health centers (with the requisite HPSA score) to gauge if there is a particular interest in hiring a medical student who has recently completed their training.
- **Primary Care Offices (PCO)** are state-level organizations that work on health care workforce issues. Primary Care Offices work with the NHSC to approve sites, determine HPSA designations, and often have good information about sites and communities in their state.
- **State Offices of Rural Health** work on rural health issues in a given state. Some offices are co-located with the Primary Care Office, while others are independent organizations.
- **National Rural Recruitment and Retention Network** (a.k.a. 3RNet) is a job search resource that you may also find useful. Its members are not-for-profit organizations dedicated to helping health professionals find jobs in rural and underserved areas throughout the country. If you use this resource, you will need to confirm with your Regional Advisor that the site is NHSC-approved.

Site Visit Logistics

You are eligible to receive travel support to attend job interviews (NHSC refers to these as “site visits") at NHSC-approved sites with the requisite HPSA score for your class. Site visits may include a trip to visit a single site, or may include one trip where you visit several neighboring sites. Communicate with your Regional Advisor, so they can help you plan your visits.

All site visits will be completed in accordance with Federal Travel Regulations and NHSC travel policies. The NHSC works with a contractor, Enterprise Management Systems (EMS) that specializes in federal travel and relocation logistics. After you have submitted your request for travel through the **Customer Service Portal**, and it has been approved by the NHSC, EMS will provide the travel arrangements. An EMS Travel & Relocation Specialist will work with you one-on-one to ensure that you are informed of all the travel regulations and guidelines. They can make complete arrangements for all your site visit and/or relocation needs.

Travel Reminders:

All site visits MUST be pre-approved in order to be reimbursed!

Additional visits to the same site will not be funded by the NHSC.

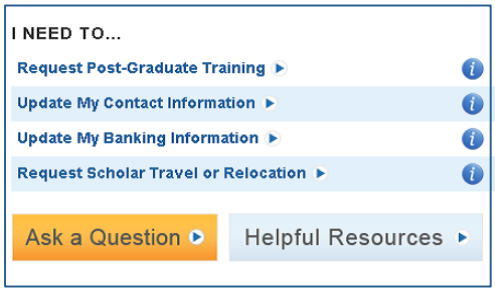
NHSC will not reimburse you for any travel costs associated with personal travel.

Travel Authorization

In order to receive reimbursement for travel expenses associated with an interview at a site, you must obtain advance approval by submitting a site visit or relocation request through your **Customer Service Portal** account.

All site visit and relocation requests **MUST** be approved in advance of travel. Failure to comply will result in site visit or relocation expenses not being reimbursed. You must have your Regional Advisor verify that the site you want to travel to meets your NHSC contract requirements. Once this has been confirmed, submit your request at least 14 days before the start of your planned travel to assure that your request is approved and to allow time for EMS to make arrangements. If you submit your travel or relocation request less than 14 days prior to travel, the request will be denied.

Figure 2



The Travel and Relocation request link can be found in the “I NEED TO…” section of your Customer Service Portal page. (See Figure 2)

After submitting your request, the NHSC will confirm the HPSA score of the site to assure that it meets your HPSA score requirement. Site visits to unapproved sites, or to sites that do not meet your HPSA score requirement, will not be approved. A decision to approve or deny your request

typically takes three business days once all necessary information has been received. You will be notified of the status of your request through the **Customer Service Portal**.

Note: If you plan to interview at a site that does not require a travel authorization (e.g., telephone interview or a local site within your current vicinity), please inform your Regional Advisor, so he/she can enter a note into your record that verifies that the site meets your HPSA score requirement at the time of your interview. Should the site's HPSA score drop below your requirement before you begin your NHSC service, the HPSA score that is noted in your file will be honored regardless of any score changes that may occur after your interview.

Site Visits to Alaska, Hawaii, and U.S. Territories

If you are interested in conducting a site visit to Alaska, Hawaii, or any one of the U.S. territories, you are required to complete the following steps:

- Contact an NHSC Regional Overseas Consultant:
  - Hawaii and the Pacific Trust Islands: Gary Hlady/San Francisco Regional Office (**ghlady@hrsa.gov** or 415-437-8014).
  - Alaska: Susan Dunn/Seattle Regional Office (**sdunn@hrsa.gov** or 206-615-2492).
  - Puerto Rico and the U.S. Virgin Islands: Anne Venner/New York Regional Office (**avenner@hrsa.gov** or 212-264-2806).
- Conduct a phone interview with a representative from the NHSC-approved site.
- Have a detailed discussion with the site regarding the resource limitations, cultural differences, and their expectations.

Be aware that the travel allotment remains at $1,200 and the NHSC will not allow an additional site visit funding should you decide to make an overseas site visit. Please discuss this with your NHSC Regional Overseas Consultant.

Site Visit Allowable Expenses

SITE VISIT LENGTH OF TRIP

The length of a standard site visit trip to one site is 3 days/2 nights, this should give you enough time to travel to the site's location, then have an adequate visit with that site. On some occasions however, you may find two or more sites in the same area that you may wish to visit and may request (in advance) for one or more additional days in order to complete a reasonable site visit. These requests will be handled on a case-by-case basis and **MUST** be approved in advance of the trip with proper justification to warrant the time extension. Travel that is extended beyond the standard 3 days/2 nights, without prior approval, will not be reimbursed.

LODGING

Lodging costs must not exceed the prevailing lodging per diem rate for a particular location, per the **General Services Administration**. Original receipts are required for reimbursement.

GROUND TRANSPORTATION

If approved in advance, the NHSC will reimburse you for:

1. Mileage when using your privately-owned vehicle for a round-trip site visit.
2. Mileage when driving your privately-owned vehicle to and from the closest accommodating airport.

To determine the appropriate reimbursement rate for mileage, the NHSC will use the prevailing federal mileage reimbursement rates, which includes the cost of gas.

USING RENTAL CAR

Any use of a rental car must be approved in advance of the proposed site visit or it will not be reimbursed. The most common reason for requesting a rental car is the distance between the airport and the interview site. The NHSC does not permit the use of rental cars in metropolitan areas and prefers you to use public transportation or taxis. However, when you have an interview more than 50 miles from the closest airport, a rental car may be requested. Rental car requests are handled on a case-by-case basis. The site visit request must have a rental car justification, which clearly states why the rental car is needed and the distance between the airport and the interview site. Should a rental car be approved, you will obtain the most economic rental, not to exceed a midsized vehicle.

PER DIEM

Per Diem is intended to cover expenses for meals and incidentals. Your Per Diem begins when travel commences to an authorized destination and ends upon return to the point of origin, or at the NHSC authorized termination point. Federal **Per Diem rates** are determined by geographic location.

Family Member Travel

NHSC permits reimbursement of up to $1,200 for one family member to accompany you on only one site visit. A family member is considered to be someone who will be relocating with you, and living in the household with you, while you are serving your NHSC service commitment. You and your family member must travel together, depart/return from the same airport, and travel on the same flight. Hotel double-occupancy government rates apply. The NHSC will fund air, or rail transportation expenses, as well as meals and incidentals for your family member. The family member's travel must mirror the participant's travel plan, the travel may not be extended to accommodate any interviews or job search by the family member. Once an airline ticket has been reviewed and approved by you, a travel specialist will purchase the ticket on your behalf. Any charges incurred as a result of cancellations, or additional changes made after purchase, will be your responsibility.

A family member is considered to be someone who will be relocating with you, and living in the household with you, while you are serving your NHSC service commitment.

Reimbursement

For site visits, you have a $1,200 maximum allotment to conduct all of your site visits. As you conduct site visits, the travel specialist will inform you of the remaining balance in your travel allotment. Once all of your site visit travel has been completed, any unused funds in the travel allotment will no longer be available to you. If you go over your $1,200 allotment, you will be expected to pay for any additional expenses. You are encouraged to contact the site to inquire if they can offer you any travel support.

When arranging your travel, you should be aware of expenses paid upfront by the NHSC and expenses for which you may be reimbursed. When approved in advance, your airline ticket (round trip), hotel, and rental car expenses (if allowed), will be paid directly to the vendor by the NHSC. Other allowable expenses, including the per diem, will be reimbursed to you after you complete and submit a reimbursement form with accompanying receipts.

Keep track of all receipts for expenses incurred during your trip. Under fixed federal per diem rates, receipts for meals are not necessary. Extra costs incurred while on travel, such as taxi fares, or airport parking, may be reimbursable. Personal expenses (excluding per diem) will not be reimbursed, this may include any clothing, personal items, or gifts to take back to family members.

When returning from a site visit, submit your Travel Reimbursement Form immediately to the EMS travel specialist. This will enable the specialist to track available funds in your travel allotment and determine if you are eligible to be reimbursed for any travel costs. Reimbursement for allowable expenses will be sent within 30–60 business days.

Interviewing

Be well-prepared for your interviews and conduct yourself with the utmost professionalism during all interactions with the site recruiters and staff. You are competing with other clinicians in securing a position at an NHSC-approved site. These sites have no requirement to hire you over other applicants.

INTERVIEW TIPS:

- Research the site and community in advance. Be prepared to explain how you will be an asset to the organization.
- Be as professional and formal during phone interviews as you would during in-person interviews. Always address your interviewer as Dr. /Mr. /Ms. unless they tell you otherwise.
- Prepare answers for potential interview questions beforehand.
- Show interest by asking questions about the site, practice, community, and patients served.
- Demonstrate your passion for the field and the position.
- Be prepared to discuss your training and experience.
- Practice a mock interview, preferably with someone in your profession.
- Record and listen to yourself before the official interview.
- Do not discuss salary during your first interview. If asked, your response should be, “I will consider your strongest offer.”
- Bring copies of your CV/resume, relevant licensure and contact information for your references, a pen, paper and/or an electronic device for note taking.
- Business attire (i.e., a suit) is still the standard when being interviewed.
- If you like what you see, do not leave the interview without letting the interviewer know you are really interested in the position. Close the deal.
- Send a thank-you note after your interview.

Matching to a Site

Before accepting a job offer, always speak with your Regional Advisor and verify that the NHSC-approved site is in good standing and meets your HPSA score requirement.

JOB OFFER AND EMPLOYMENT CONTRACT

If you and the site feel you are a good match, your next step will be to negotiate your employment contract directly with the site. The NHSC will not participate in these negotiations, nor will it have any bearing on your employment contract with the site. It is your responsibility to assure that your employment contract with the site will allow you to successfully complete your contract commitment to the NHSC. Employment start dates will also be negotiated between you and the authorized representative from the practice site. You are expected to begin your NHSC service commitment within six months of the end of your training.

While the responsibility for finding a job is yours, the NHSC is here to support you throughout the site search process.

SITE ASSIGNMENT

If you do not meet your Employment Deadline, you will be “Site Assigned.” This means that the NHSC will identify vacancies that you must interview for and do your best to compete for the job. If you are offered a position at that site, you must accept it and begin your NHSC service commitment immediately. Your preferences will be considered, however, there is no guarantee that those preferences will be accommodated. If you are being “Site Assigned,” you will be notified in writing and given instructions. If you are in the “Site Assignment” phase, you cannot turn down an offer of employment, as it is considered a breach of contract.

FAILURE TO BEGIN OR COMPLETE YOUR SERVICE COMMITMENT

If you breach an NHSC scholarship contract by not fulfilling your NHSC service commitment, you become financially liable to the United States Government for damages approximately three times the amount of the NHSC scholarship award, plus interest and penalties. You will be encouraged to request a "debt estimate" from the Division of Participant Support and Compliance and be recommended for default.

Completing the Site Search Process

There are four documents you will need to submit to the NHSC to complete the site search process. As you receive these documents they should be uploaded to your **Customer Service Portal** account (see instructions below). Use the Important Documents Checklist to keep track of what you will need to submit to the NHSC.

IMPORTANT DOCUMENTS CHECKLIST

✓ **Results of Board/Certification Exams**
Submit a copy of your USMLE or COMLEX Part III scores.

✓ **Unrestricted-State License**
This license should be for the state where you will be practicing. However, if you are working at a site that is considered a federal facility (i.e., a federal prison, Indian Health Service site, or an Immigration and Customs Enforcement site), you may submit a license from any state.

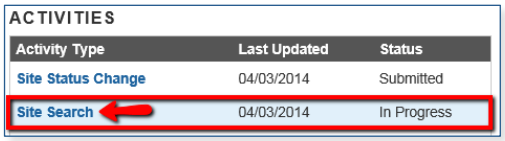
✓ **Offer Letter (Refer to Appendix B)**
Provide a copy of your Job Offer Letter (on company letterhead and signed by the site or personnel representative). The letter should contain the name and address of each site where you will work, the number of hours you will work at each site, your anticipated start of employment date, and whether the site will pay for malpractice and tail coverage.

✓ **Acceptance Letter (Refer to Appendix C)**
Provide a copy of your formal Job Acceptance Letter sent to your future employer. This should mirror the information provided in your Job Offer Letter and have your signature.

UPLOADING DOCUMENTS TO THE CUSTOMER SERVICE PORTAL

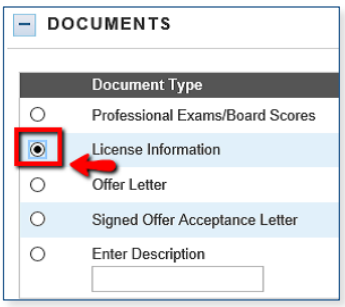
You will be expected to upload documents listed in the Important Documents Checklist to your **Customer Service Portal** account. Please do not wait until you have all documents to submit them through the **Customer Service Portal.** These documents should be uploaded as you receive them. To upload documents in your **Customer Service Portal**, select the Site Search link under the "Activities" Section on your main portal page, this will then take you to the Site Search Support page. (See Figure 3)

Figure 3



On the site search support page, you will see a Documents section. This is where you will upload the required documents. (See Figure 4)

Figure 4



If you have any questions about this process contact your Regional Advisor. If you have technical issues regarding the **Customer Service Portal**, please contact the Customer Care Center at 1-800-221-9393, Monday through Friday (except federal holidays) between 8:00 a.m. and 8:00 p.m. ET.

Relocation

REQUEST FOR RELOCATION SUPPORT

If you live within 50 miles of your new job location, you are NOT eligible for NHSC-supported relocation services. Once you have accepted a job and submitted all four NHSC required documents, you are ready to actively plan a move to your new location. The NHSC provides assistance for your initial relocation; it does not provide any relocation support for additional transfers, or moves, beyond your first NHSC-approved site.

Remember - a minimum of at least 14 days is needed to organize your move.

In order to start the relocation process, you must sign in to the **Customer Service Portal**. Once you have submitted your online request and the NHSC has verified that all of the required documents (see the Important Documents Checklist) have been uploaded, an EMS Travel & Relocation Specialist will contact you to coordinate your move. We request that you give the NHSC and the moving contractor as much advance notice as possible. A minimum of at least 14 days is needed to organize your move. The advance notice provides EMS with enough time to find the best deal from a moving company and time to get estimates. It also gives the NHSC sufficient time to complete the document verifications.

All relocations must be approved prior to the actual move! All moves must be requested through the Customer Service Portal before any relocation arrangements can be made.

Important Reminders:

- The NHSC will not start to work on any relocation activities until a valid job offer and acceptance letter have been received and uploaded.
- Failure to obtain approval prior to relocation may result in your not being reimbursed for your relocation expenses.
- You are advised not to travel, relocate, or make any commitments related to relocation, without first receiving confirmation from the NHSC that your move has been approved.

RELOCATION OPTIONS

The NHSC has two options for relocation assistance. All relocation and advanced storage requests **MUST** be approved at least 14 days in advance.

The two types of relocation options are listed below:

1. **Government Managed Option:** This option is the most common type used, since it allows you to minimize your advance out-of-pocket expenses. It is an available option for those who have submitted all required documents and are fully licensed to practice at their approved NHSC site. With the Government Managed Option your household goods are packed and moved by an NHSC-contracted carrier, and the movers are paid directly by the NHSC. All household goods must be shipped from one location to another location, and must not exceed 18,000 pounds. Reimbursement will be based on allowable expenses (and submission of required original receipts) and should not exceed a total of $10,000.

2. **Self-Move Option:** This option allows you to choose a moving company or rent a truck and move yourself to your new location. This option is commonly used by members who have found a job, but have not acquired a full, unencumbered license to practice at their approved NHSC site. If you have not submitted all required documents, you must request a conditional approval from the NHSC before making ANY self-move arrangements. If you have submitted all required documents to the NHSC and would like to choose the self-move option, you must receive approval from the NHSC before you make self-move arrangements.

With the Self-Move Option, you will pay for moving costs yourself and then be reimbursed up to $10,000 for allowable expenses. If your move costs any amount less than $10,000, you will only be reimbursed the cost of your move and you will relinquish the remaining relocation allotment. Any amount remaining belongs to the U.S. Department of Health and Human Services and cannot be used for future moves to or from NHSC sites.

Please note that if you choose to obtain a rental truck, rather than hire a moving company, the NHSC does not reimburse labor costs to those who may help you move (e.g., family, friends, or hired help). The NHSC will reimburse you for the cost of the rental truck and other related expenses such as gas, tolls, and lodging, or will reimburse allowable costs to your hired moving company. Should you decide to hire a moving company yourself, you must assure that the moving company is a licensed and registered moving company that is listed with the Federal Commerce Commission to make in-state and intra-state moves. We suggest that you consult with one of our EMS Travel & Relocation Specialists, to learn more about regulations, guidelines and allowable expenses, before making any arrangements on your own.

Once you have obtained your full-unencumbered license, and meet all other NHSC requirements, you will need to submit original receipts to the EMS Travel & Relocation Specialist for reimbursement of your self-move.

ALLOWABLE EXPENSES

The NHSC will provide assistance with your initial relocation only. The NHSC will allow up to $10,000 for approved relocation expenses (up to $25,000 for non-contiguous United States travel and relocation expenses). Once the relocation has been completed, any unused funds will no longer be available to you.

Relocation allowance for you and your family members may include:

- **Traveling to your new location** — The NHSC will pay for you to get to your new location; this can be done in several ways. Unlike when making a site visit, you and your family members do not have to travel together. In some instances, one family member may wish to get to the new location quicker than the rest of the family, this may be done to 1) find a place to live; 2) insure that the new residence is clean and ready to be moved into or 3) the NHSC clinician is needed at the site to start their work sooner than their family may be ready to travel. We have had instances where a family member may wish or need to travel by car to get to the new location and the other family member has flown to the new location. These are acceptable options. If you have any questions please contact the EMS Travel & Relocation Specialist who can help explain some of these options to you. Commercial transportation (coach-class) accommodations will be provided.
- **Travel by one privately owned vehicle** — Gas mileage reimbursement at the prevailing government rate for the most direct route, one night's lodging for every 300 miles, and a per diem based on the local per diem rate will be provided.
- **Hotel lodging** — Should you elect to drive to your new location, the NHSC will pay for a hotel for you and your family members, plus meals and incidental expenses, based on traveling a minimum of 300 miles per day. You will also receive mileage cost at the prevailing government rate at the time of the relocation. The NHSC's relocation specialist will reimburse mileage based on a straight point A to point B calculation; this will not cover any side trips that you and your family may make while in travel status.
- **Vehicle (shipping one vehicle to Alaska, Hawaii, and U.S. territories)** — NHSC will ship one automobile to your initial overseas assignment.

- **Household Goods** — The NHSC will help move all household goods, furniture/clothing/dishes etc. from your current residence to where you are going to practice.
- **Advanced Storage** — You may request to place your household goods into a storage facility to be held for no longer than 90 days prior to your relocation. This will grant you an opportunity to place household goods into either a secure storage facility or a self-storage locker. A secure storage facility may only be used if you are relocating under the Government Managed Option. Either a secure storage facility or a self-storage locker may be used if you are relocating under the Self-Move Option. There are advantages and disadvantages to both types of storage. Please see table below for a comparison.

STORAGE TYPE	GOV'T MANAGED OPTION	SELF –MOVE OPTION	PROS	CONS
Secure Storage Facility	YES	NO	• Government contracted mover assumes liability for loss or damage. • Movers pick up items at your residence and then hold them in a secure storage facility until the day of the move.	• This is an expensive option; costs are calculated as part of the move allotment. • You will not have access to your household goods once the items are in storage. • Movers will only move items from the storage facility to the final destination (they will not pick up items from two locations). • Only approved for compelling reasons.
Self-Storage Locker	YES	YES	• Less expensive. • You have access to your household goods.	• You are responsible for any loss or damages to your items in storage. • You have to move items into and out of the self-storage locker. If using the Government Managed Option, all items must be in one location on the day of the move or an extra charge will be the responsibility of the memeber.

You and your family members are eligible for reimbursement of travel and shipment of household goods to the initial employment location and in accordance with the Federal Travel Regulations and the NHSC's travel policies. Any subsequent relocation during, or at the end of, the service obligation period are at your expense.

Travel for family members, and the shipment of your household goods to the new location, must occur within six months from the start date listed in your employment contract. For transportation of household goods, the NHSC-contracted carriers will pack, transport, and unpack household goods. All household goods must be packed and shipped from one location and delivered to only one location.

Relocation allowances DO NOT include the following and are not reimbursable:

- Vehicles — The NHSC does not haul, ship, or tow any vehicle; the only exception to this is if you accept an overseas assignment. Then one vehicle may be shipped with household goods, but the cost is covered under the $25,000 overseas relocation allotment. The NHSC will pay mileage for you to drive one (1) privately owned vehicle to your new location. The NHSC will not pay for any boats, trailers, campers, motorcycles, or any additional vehicles to the new location. Any additional vehicle costs are the responsibility of you or a family member.
- Cleaning charges for either moving out of your current residence or into your new place.
- Redecorating charges that the movers may offer.
- Tips or gratuities you may wish to give to the movers.
- Moving a home-based business, many people have home-based businesses that do not necessarily need to be located in one specific location and may need to be moved along with your household goods. Please note: while the NHSC may move a desk and some office equipment as part of the household goods, the NHSC will not move or be responsible for any home business stock or inventory. This is you or your family member's responsibility.

Special Situations

POSTGRADUATE TRAINING REQUESTS

Postgraduate training requests are granted in one-year increments or less for each year of residency. To receive a deferment for approved postgraduate residency training, a scholar must submit a written request through the **Customer Service Portal** by April 15. (Note: The deadline to submit a notice for intent for a chief residency or fellowship is February 1). The request should include the year of postgraduate training and the specialty (e.g., second year of Family Practice residency). You must also upload an official letter from the residency director, on letterhead, that includes the start and completion dates for the residency program. Additional information can be found in the **Postgraduate Training Bulletin** posted on the NHSC website. The NHSC will provide written approval of all deferment requests.

Notify the NHSC if you chose to defer your service to pursue postgraduate training.

FELLOWSHIPS AND CHIEF RESIDENCY

Opportunities may arise, such as a chief resident position or a fellowship. The annual **Postgraduate Training Bulletin** will provide guidance. Specific activities for which a deferment may be approved are detailed below. These are the only activities for which an extension of your training time may be granted.

On a case-by-case and year-to-year basis, the NHSC will review and approve requests submitted by physicians in their last year of residency training for additional training under the following circumstances only:

- A one-year Chief Residency position, which may follow the completion of residency training.
- A two-year Child Psychiatry fellowship, which may follow the completion of residency training in General Psychiatry.

- A one-year Obstetrics/Gynecology fellowship, which may follow the completion of residency training in Family Practice.
- A one-year Geriatrics fellowship, which may follow the completion of residency training in Family Practice or General Internal Medicine.

Review the **Postgraduate Training Bulletin** posted on the **NHSC website** for detailed information about deferments.

SUSPENSION REQUESTS

A suspension is a break in service that typically occurs for either medical or academic reasons and is requested through the **Customer Service Portal.**

ACADEMIC SUSPENSION

Should you have difficulties during your final year of training or during your residency with your academic portion of your training you may be asked to submit a request for Suspension. If approved, a Suspension will allow you the time needed for you to regain a firm foothold on your academic track. The request will be approved, or disapproved, by the NHSC's Office of Legal and Compliance (OLC). Once you have passed the required exam(s), or completed residency, the OLC will refer you back to the Scholarship Branch for your placement cycle assignment. You will also be assigned to a Regional Advisor. Please note that a change in your Employment Search Cycle assignment may result in a change in your requisite health professional shortage area score.

MEDICAL SUSPENSION

The basis for a medical suspension is a medical condition that would either make it temporarily impossible for you to continue your service commitment or temporarily involve an extreme hardship whereby the enforcement of the service commitment would be against equity and good conscience. Requests for a suspension must be submitted, in writing, through the **Customer Service Portal**. It must include full medical documentation. Your Program Support Officer within the NHSC Scholarship Branch, your Regional Advisor, or a staff person from the Division of Participant Support and Compliance will be able to assist you with submitting your medical suspension request.

WAIVERS

A waiver permanently relieves you of all, or part, of your NHSC obligation. Approvals of waivers are exceedingly rare, and have only been granted in extreme hardship situations where an awardee is medically determined to never again be capable of work in the discipline in which he/she was trained, and for which he/she received a scholarship. Requests for waivers should be submitted through the **Customer Service Portal.**

SITES REQUESTING ADDITIONAL STUDENTS TO SERVICE AWARDEES

The NHSC allows one Students to Service awardee from each class to work at a site. However, sites may request an additional awardee, if they can justify the need. While it is the responsibility of the site to submit the request, you may inform the site of this possibility. If a site expresses interest in hiring you, the site must obtain and submit a **Request for an Additional Scholar or Students to Service Clinician**, which can be downloaded from the **NHSC website**.

Communicating with the NHSC

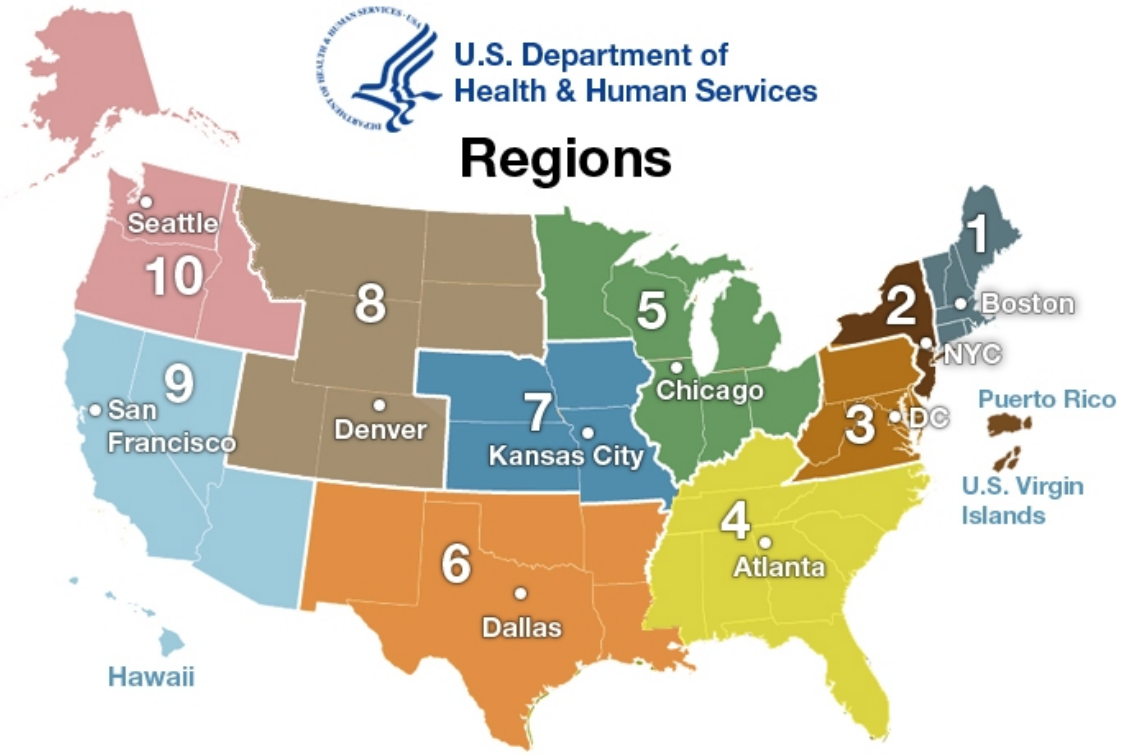
The NHSC has a host of divisions, offices, and contractors that specialize in different phases of your NHSC experience. This section lists contact information for these staff members.

WHILE IN SCHOOL & TRAINING: PROGRAM SUPPORT OFFICER (PSO)

The Program Support Officer (PSO) is responsible for supporting you while you are in school. The PSO can assist you with questions or issues you may have that relate to funding, deferments, suspensions, waivers, graduation dates and residency end-dates. PSOs are assigned to various states. When contacting the NHSC, please submit your questions through the Customer Service Portal for a response from the PSO who is assigned to the state where your school or residency training is located. For further assistance, please send an email to **NHSC@hrsa.gov** or the PSO Lead: Malissa Lewis at **mlewis@hrsa.gov**.

WHILE SEARCHING FOR A JOB (IN YOU LAST YEAR OF TRAINING): REGIONAL ADVISOR

The NHSC has 10 regional offices outlined on the map below. Your Regional Advisor will routinely contact you throughout your site search process to provide resources that can make your experience as easy as possible. The more in touch you are with your Regional Advisor, the more efficient and streamlined your job search will be. If you have not heard from your Advisor by July 1, 2015, please contact the Regional Supervisor for the region in which you are interested in working. Refer to the list of Regional Supervisors and Regional Advisors, including their state assignments.



REGIONAL SUPERVISORS

NAME	REGION	CITY	EMAIL	PHONE
Kristian Burnham	Region 1	Boston	kburnham@hrsa.gov	617.565.4824
Anne Venner	Region 2	New York City	avenner@hrsa.gov	212.264.2806
Camille Soondar	Region 3	Philadelphia	csoondar@hrsa.gov	215.861.4338
Wanza Bacon	Region 4	Atlanta	wbacon@hrsa.gov	404.562.7040
Anna Gonzales	Region 5	Chicago	agonzales@hrsa.gov	312.886.3867
Cindy Adams	Region 6	Dallas	cadams@hrsa.gov	214.767.3201
Clark Conover	Region 7	Kansas City	cconover@hrsa.gov	816.426.2919
Beth Dillon	Region 8	Denver	bdillon@hrsa.gov	303.844.7878
Gary Hlady	Region 9	San Francisco	ghlady@hrsa.gov	415.437.8014
Susan Dunn	Region 10	Seattle	sdunn@hrsa.gov	206.615.2492

REGIONAL ADVISORS AND STATE LEADS

REGION 1 – BOSTON	EMAIL	PHONE	STATE/REGION
Karen Guarin	kguarin@hrsa.gov	617.565.1456	MA, RI
Leon Latino	llatino@hrsa.gov	617.565.1465	CT, VT
Heather Stevens	hstevens@hrsa.gov	617.565.1480	ME, NH

REGION 2 – NEW YORK	EMAIL	PHONE	STATE/REGION
Jennifer Sermas	jsermas@hrsa.gov	212.264.2543	NY- North West
Steven Auerbach	sauerbach@hrsa.gov	212.264.2550	NYC, Long Island
Apeksha Deshpande	adeshpande@hrsa.gov	212.264.2544	NY- North East
Wesley Tashir-Rodriguez	wtashir-rodriguez@hrsa.gov	212.264.3937	NJ, PR, USVI
REGION 3 – PHILADELPHIA	**EMAIL**	**PHONE**	**STATE/REGION**
Carolyn Ballard	cballard@hrsa.gov	215.861.4712	PA, DE
Kami Cooper	kcooper@hrsa.gov	301.443.8842	DC, MD, VA
Dina Stahl	dstahl@hrsa.gov	215.861.4380	WV
REGION 4 – ATLANTA	**EMAIL**	**PHONE**	**STATE/REGION**
Michele Smith-Farris	mfarris@hrsa.gov	404.562.5037	Team Lead
Janice Cook	jcook1@hrsa.gov	404.562.4177	FL – North
Tonjus Mason	tmason@hrsa.gov	404.562.7493	FL – South
Angela Sheffie	asheffie@hrsa.gov	404.562.0130	AL, SC
Lisa Gilmore	lgilmore@hrsa.gov	404.562.3004	TN
Debra Powell	dpowell@hrsa.gov	404.562.4130	KY, NC
Carolyn Keshinro	ckeshinro@hrsa.gov	404.562.4118	GA
Monica Harrington	mharrington@hrsa.gov	404.562.3003	MS

REGION 5 – CHICAGO	EMAIL	PHONE	STATE/REGION
Celida Egues	cegues@hrsa.gov	312.353.4204	IL
Rick Selvik	rselvik@hrsa.gov	312.353.2996	MN, WI
Michelle Stewart	mstewart1@hrsa.gov	312.938.9820	OH
Catherina Patrice Walker	cwalker1@hrsa.gov	312.353.3367	MI
Preston Shumaker	pshumaker@hrsa.gov	312-353-1768	IN
Kathy Jones	kjones@hrsa.gov	312-353-5551	IL
REGION 6 – DALLAS	**EMAIL**	**PHONE**	**STATE/REGION**
Richard Brantley	rbrantley@hrsa.gov	214.767.4533	TX
James (Eugene) Thomas	ethomas@hrsa.gov	214.767.8111	OK, LA
Joey Carter	jcarter2@hrsa.gov	214.767.3003	AR
Delbert Thomas	dthomas2@hrsa.gov	214.767.3920	NM
REGION 7 – KANSAS	**EMAIL**	**PHONE**	**STATE/REGION**
Tina Arthur	tarthur@hrsa.gov	816.426.5208	MO
Kimberly Davids	kdavids@hrsa.gov	816.426.2918	KS, NE, Backup for MO
Kelly Duke	kduke@hrsa.gov	816.426.5228	IA
REGION 8 – DENVER	**EMAIL**	**PHONE**	**STATE/REGION**
Bruce Dawson	bdawson@hrsa.gov	303.844.7864	DRO Assistance
Erica Grover	egrover@hrsa.gov	303.844.7876	CO, ND
Evan Krasomil	ekrasomil@hrsa.gov	303.844.7877	MT, SD
Christine Poe	cpoe@hrsa.gov	303.844.7152	UT, WY

REGION 9 – SAN FRANCISCO	EMAIL	PHONE	STATE/REGION
Lisa Ronquillo	lronquillo@hrsa.gov	415.437.8538	HI, NV
Darren Orgel	dorgel@hrsa.gov	415.437.8039	CA, Pacific Territories
Diahann Williams	dwilliams5@hrsa.gov	415.437.8126	AZ
Peter Martineau	pmartineau@hrsa.gov	415.437.8117	CA
Delia Garcia	dgarcia@hrsa.gov	415.437.8465	CA
REGION 10 – SEATTLE	**EMAIL**	**PHONE**	**STATE/REGION**
Dorothy Stephens	dstephens@hrsa.gov	206.615.2263	ID
Matthew Feist	mfeist@hrsa.gov	206.615.2488	AK, WA
Maria Garcia	mgarcia@hrsa.gov	206.615.2636	OR
DIVISION OF REGIONAL OPERATIONS ASSISTANCE	**EMAIL**	**PHONE**	**STATE/REGION**
Beth Dillon DRO Director	bdillon@hrsa.gov	303.844.7878	Denver, CO
Jeffrey Jordan DRO Deputy Director	jjordan1@hrsa.gov	214.767.3903	Dallas, TX
Bruce Dawson Site Visit and Relocation Coordinator	bdawson@hrsa.gov	303.844.7864	Denver, CO
Carrie Hartley DRO Assistance	chartley@hrsa.gov	301.443.2022	Rockville, MD
Rachael Hawkins Management Analyst	rhawkins@hrsa.gov	301.443.0446	Rockville, MD

WHILE IN-SERVICE:

Once you begin working at your site, you will be in contact with the NHSC about your service commitment. Throughout your service commitment, you will need to verify your employment every six months. These verifications will be processed through the **Customer Service Portal**.

Please feel free to contact the National Health Service Corps by:

- Sending an inquiry through your account in the **Customer Service Portal**
- Calling the Customer Care Center at 1-800-221-9393 (for TTY hearing impaired 1- 877-897-9910)

Appendix A: Important Websites/Links

NHSC Website: **http://www.nhsc.hrsa.gov**

NHSC Jobs Center: **nhscjobs.hrsa.gov**

Customer Service Portal: **programportal.hrsa.gov**

Enterprise Management Systems (Site Visit/Relocation): **http://www.t-rems.com**

Federation of State Medical Boards: **http://www.fsmb.org**

Appendix B: Sample Offer Letter

(Site Letterhead)

(Date)

(Clinician's Name)
(Clinician's Street Address)
(City, State ZIP Code)

Dear (Clinician's Name):

We are pleased to offer you full-time employment as a (Discipline/Specialty). You will work at: (NOTE: If you will work at more than one site, include each site name, physical address and number of hours you will work at each site.)

- (Site #1 Name), (Street Address), in (City, State ZIP Code) for (Number of hours per week)
- (Site #2 Name), (Street Address), in (City, State ZIP Code) for (Number of hours per week)
- (Site #3 Name), (Street Address), in (City, State ZIP Code) for (Number of hours per week)

Your anticipated start date will be (Anticipated Start Date). We (will or will not) pay for your malpractice insurance and tail coverage for the duration of your employment)

Thank you for your interest in our site.

We look forward to you joining our team and working with you at (Site Name).

Sincerely,

(Site Representative Name)
(Site Representative Title)

Appendix C: Sample Acceptance Letter

(Clinician's Name)
(Clinician's Street Address #1)
(City, State ZIP)

(Date)

(Site Representative Name)
(Site Representative Title)
(Site Name)
(Site Address #1)
(City, State ZIP)

Dear (Site Representative Name),

I, (Clinician's Name), am pleased to accept your (full-time or half-time) employment offer as a (Discipline/Specialty) at the (Site Name), (Site Address), in (City, State ZIP) working (number of hours) per week.

(NOTE: If you will work at more than one site, include each site name, physical address and number of hours you will work at each site. The site information needs to match the NHSC records.)

As discussed, my anticipated start date is (Anticipated State Date).

I understand that you (will or will not) pay for my malpractice insurance and tail coverage for the duration of my employment.

Thank you again, for extending this exciting opportunity to me. Please let me know if there is anything I can do in advance of my start date to facilitate the start of my employment at your organization.

I look forward to joining the (Site Name) team.

Sincerely,

(Clinician's Signature, Discipline/Specialty)
(Clinician's Name)
(Clinician's Street Address #1)
(City, State ZIP)
(Clinician's Name, Discipline/Specialty)

Appendix D: Frequently Asked Questions (FAQs)

Q. What is the Health Professional Shortage Area (HPSA) score requirement for my discipline?

A. Per the Students to Service Application and Program Guidance, the HPSA score is set at 14 or higher this year.

Q. Can I visit multiple sites on one site visit?

A. Yes, you may request more than one site visit through the site visit function in the **Customer Service Portal**. Should you elect to visit more than two sites during your site visit trip you may request an extension to the standard 3 day/2 night site visit length. These must be requested and approved in advance of your travel.

Q. Will the NHSC allow me to use my travel stipend to visit a site more than once?

A. The NHSC pays for only one visit per site.

Q. Can I work at multiple sites?

A. Yes. You may split your time at multiple NHSC-approved sites as long as they all meet the HPSA requirement.

Q. What documents do I need to have on file to begin the relocation process to my site?

A. In order to begin the NHSC Government Managed process, the NHSC must have on file a copy of your final discipline-specific professional examination results (e.g., USMLE, COMLEX), signed Offer Letter, signed Acceptance Letter, and a permanent unrestricted license for the state where you will practice.

Q. When does my NHSC service commitment begin?

A. If you have been issued a permanent unrestricted license for the state where you will practice, credit toward your NHSC service commitment will be calculated from the first full day of employment at your match site.

OR

If you begin work prior to receipt of your permanent unrestricted license, your service commitment will begin on the issue date of your permanent unrestricted license.

Q. Can I work as a half-time provider to fulfill my service commitment?

A. Yes. NHSC scholarship recipients can fulfill their service obligation by practicing half time provided required service hours are completed. More information can be found in the Application and Program Guidance under Service Requirements.

Q. Will I be able to transfer to another site after beginning my service commitment?

A. The NHSC would prefer that an awardee complete his/her service commitment at the original match site; therefore, it is important that you thoroughly research your selection. For extenuating circumstances, the NHSC will review and consider a request for a transfer.

Q. If I am interested in working for the Federal Bureau of Prisons, Indian Health Service, or U.S. Immigration and Customs Enforcement, do I need to possess a license in that state?

A. If you are planning to work at a federal site, a permanent unrestricted license from any state will be acceptable.

Q. Do I have to use a specific moving company if I choose the Self-Move option?

A. You have the option to use a moving company of your choice if you are using the Self-Move option. However, if you are planning to use the Government Managed option, you must use the NHSC-contracted carrier. If you decide to choose your own moving carrier, contact Enterprise Management Systems for details on allowable reimbursements, and your rights and responsibilities when moving.

Q. Will the NHSC pay to relocate me back once I have completed my service commitment?

A. The NHSC does not pay for return relocations. This includes awardees that wish to return to the contiguous states after completing their service commitment in the U.S. territories.

Q. What should I do if my name, address or other contact information has changed since I started school?

A. Please notify the NHSC any time your name or contact information changes. These changes can be made through the **Customer Service Portal**. This is also a good time to make sure that your information is correct as this will be where Enterprise Management Systems will send any reimbursement checks for your site visits and relocation.

Q. Can awardees who have completed their first residency serve a second primary care residency before beginning to fulfill their service commitments?

A. Awardees must fulfill their service commitments after completing their required residency. Scholarship recipients may be approved for a second primary care residency on a case-by case basis consistent with the needs of the NHSC. Requests must be submitted by scholarship recipients in their last year of residency training.

Q. What makes a site eligible for fulfillment of the NHSC service commitment?

A. Sites must apply to, and be approved by, the NHSC to be considered an NHSC-approved site. To become an NHSC-approved site, the site must meet several eligibility requirements. More information can be found at on the NHSC website.