

Nurse Corps (NC) Loan Repayment Program (LRP)

Online Application User Guide

February 2025

OMB No. 0915-0140 Expiration Date: xx/xx/xxxx

Public Burden Statement: The purpose of this information collection is to obtain information through the Nurse Corps Loan Repayment Program (LRP) that is used to assess a Loan Repayment Program applicant's eligibility and qualifications for the Loan Repayment Program and to monitor a participant's compliance with the program's service requirements.

Applicants interested in participating in the Nurse Corps LRP must submit an application to the Nurse Corps through the My BHW online portal. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-0140 and it is valid until 02/28/2026. This information collection is required to obtain or retain a benefit (Section 846 of the Public Health Service Act, as amended [42 U.S.C. 297n]). The information is protected by the Privacy Act, but it may be disclosed outside the U.S. Department of Health and Human Services, as permitted by the Privacy Act and Freedom of Information Act, to Congress, the National Archives, and the Government Accountability Office, and pursuant to court order and various routine uses as described in the System of Record Notice 09-15-0037. Public reporting burden for this collection of information is estimated to average 0.68 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14NWH04, Rockville, Maryland, 20857.

CONTENTS

Part 1 Introduction.....	5
NC LRP Online Application User Guide.....	5
Part 2 Registration and Log-in.....	6
Creating an Account.....	6
Logging-In	6
Failed Log-in Attempts.....	7
Forgot Your Password?	7
First Time Log-in	8
Part 3 Welcome	9
Steps	9
Business Rules	12
NC LRP Eligibility	13
Steps	13
Business Rules	15
Personal Information	16
Steps	16
Business Requirements.....	18
Education Information	21
Steps	21
Business Requirements.....	23
Professional Information License Type	25
Steps	25
Business Requirements.....	26
Professional Information Employment Location Search	26
Steps	26
Business Requirements.....	30

Professional Information Facility Not Found - Inactive	32
Steps	32
BusinEss Requirements	33
Professional Information Facility Not Found	34
Steps	34
Business Requirements	35
Professional Information Employment Verification	36
Steps	36
Business Requirements	38
Professional Information Professional Information	38
Steps	38
Business Requirements	39
Professional Information Telehealth	39
Steps	39
Business Requirements	41
Loan Information	42
Loan Information Electronic Loan Information	42
Steps	43
Business Requirements	47
Loan Information Manual Loan Information	48
Steps	49
Business Requirements	51
Documents	55
Steps	55
Business Requirements	57
Review	59
Steps	59

Bureau of Health Workforce

NC LRP Internal Online Application User Guide

Business Requirements	60
Certify and Submit	61
Steps	61
Business Requirements	62
Submitted Application	63
Steps	63
Business Requirements	64
Edit Application (Prior to Application Deadline)	65
Steps	65
Business Requirements	66
Withdraw Submitted Application (Prior to Application Deadline)	67
Steps	67
Business Rules	68
Part 4 Resolving Issues	69

PART 1 | INTRODUCTION

NC LRP ONLINE APPLICATION USER GUIDE

Purpose: The Nurse Corps (NC) Loan Repayment Program (LRP) online application user guide serves as the main tool for the Customer Care Center to answer Applicant questions regarding issues Applicants have when calling for resolution. In addition to this user guide, the Customer Care Center Analysts must be familiar with the NC LRP Application Program & Guidance (APG), as some of the questions will be program based and will not be discussed in this user guide. The primary intent of this user guide is to focus on the functionality developed for the NC LRP Online Application.

Roles: The application will be filled out by external users. The Customer Care Center Analysts need to understand the functionality to support external users should they encounter any problems with the application.

Precondition: Applicant has a question regarding the NC LRP Online Application and contacts the Customer Care Center for help to resolve an issue.

PART 2 | REGISTRATION AND LOG-IN

The Bureau of Health Workforce (BHW) requires that all Applicants create a BHW Program Portal account. Creating and activating an account allows an Applicant to apply online. An Applicant 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 an Applicant can navigate to the Sign-Up page and complete the required fields below.

Sign Up
Create your Portal Account

First Name
Input Here

Last Name
Input Here

Email
Input Here

Password
Input Here

Confirm Password
Input Here

Next

Already have a Portal Account? [Sign In](#)

Sign Up
Please provide additional information to create your portal account

Security Question
What is your favorite pet's name?

Security Answer
max

Recovery Email
test@test.com

Confirm Recovery Email
test@test.com

Social Security Number

Please enter your SSN using numbers only.

Confirm Social Security Number

The entry of this Social Security number is not stored from this screen and is used to uncover duplicate accounts only. An alternative to this method is to call the Customer Care Center at 1-800-221-9393.

Sign Up!

Password Requirements:

- ✓ New password is a required field.
- ⚠ Must have a minimum of fifteen (15) characters.
- ⚠ Must contain numerical digits (0-9).
- ⚠ Must contain English upper-case characters (A-Z).
- ⚠ Must contain English lower-case characters (a-z).
- ⚠ Must contain at least one special character (e.g., !, \$, %).
- ✓ Cannot contain characters repeated more than once within a succession.
- ✓ Cannot contain first or last name.
- ✓ Cannot contain username.

LOGGING-IN

Once an account for the Program Portal has been created and activated, you can log-into the portal from the NC LRP Applicant 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.

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

The screenshot shows the 'Sign In' page of the HRSA Program Application Portal. At the top, the HRSA logo and 'Program Application Portal' are displayed. The main content area contains a 'Sign In' form with fields for 'Email' and 'Password'. Below the password field is a blue 'Sign In' button. Underneath the button are two links: 'Forgot your password?' and 'If you have been locked out of your account you can Recover Your Account'. At the bottom of the form, there is a link for 'Not a registered user? Sign Up!'. A footer bar at the bottom contains a 'Questions?' link and contact information: 'Email or Call 1-800-221-9393 (TTY: 1-877-897-9910), Monday - Friday (except federal holidays) 8 am to 8 pm ET'.

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.

The screenshot shows the 'Forgot Password?' page within the HRSA Account Management section. The header includes the HRSA logo and 'Account Management'. The main content area features a 'Forgot Password?' form with the instruction 'Step 1: Enter email address below.' and an 'Email' field with a placeholder 'Input Here'. A 'Next' button is located below the email field. The footer bar contains a 'Questions?' link, contact information, and a version number 'Version 2024_10.1.0-SNAPSHOT'. Below the footer bar, there are three columns of links: 'Resources' (Learn more about the NHSC, Virtual Job Fairs, HRSA on YouTube, NHSC Stories on YouTube, Learn More About NURSE Corps), 'Connect with NHSC' (Twitter, LinkedIn, Facebook icons), 'Connect with NURSE Corps' (LinkedIn, Facebook icons), and 'Quick Links' (HRSA.gov, About HRSA, HHS Privacy Policy).

FIRST TIME LOG-IN

If you are logging-in to the My BHW account for the first time, you will be taken directly to the Application Home page. Before beginning an NC LRP application, the user will be required to complete an eligibility check. This will determine which BHW programs a user is eligible to apply for.

A user may also choose to get a head start on a BHW application by creating a profile via the button 'Create Profile'. This will require the user to provide contact, personal, education, training and career information that will automatically migrate into any application the user chooses to start. Upon completion of the eligibility check, the user can begin an NC LRP application by clicking the 'Apply Now' button within the NC LRP Application card.

Apply to Our Programs

Get financial support for your health care career: apply to our loan repayment and scholarship programs.

If the application cycle is **open**, you can submit your application. If the cycle is **closed**, you can sign up for notifications.

NHSC and Nurse Corps Loan Repayment Programs

 Before you Apply

 **GOOD NEWS! YOU ARE ELIGIBLE TO APPLY TO NURSE CORPS LOAN REPAYMENT PROGRAM ONLY.**

One or more application cycle(s) is now open. Please click on the "Apply" button to complete the applicable Nurse Corps Loan Repayment Program application process.

Check EligibilityEdit Application Profile

National Health Service Corps Loan Repayment Program (NHSC LRP)

[Learn more about the NHSC Loan Repayment Program](#)

Cycle Period **Closed**

Sign Up for Notifications

Nurse Corps Loan Repayment Program (NC LRP)

[Learn more about the NC Loan Repayment Program](#)

Cycle Period **Open**

Apply Now

PROPERTY OF HRSA | BHW

8

PART 3 | WELCOME

Nurse Corp (NC) Loan Repayment Program (LRP) online application Welcome page is the first page the Applicant will see on their initial log-in. Once the Applicant has started their application, their status will change to “In Progress”.

STEPS

1. Applicant reviews the information displayed on the Welcome page for NC LRP program.
2. Once an Applicant has finished reviewing the necessary information, they will click **Start Application** button to begin the NC LRP application process.

HRSA My BHW Account Health Workforce For Applicants For Participants For Partners **ES** Log Out

2025 NC LRP Application

Welcome!

Thank you for registering to apply to Nurse Corps. The Nurse Corps seeks applicants who are committed to serving communities in need of skilled nursing professionals.

To qualify, for the Nurse Corps Loan Repayment Program, you must meet all Nurse Corps program and practice requirements at the time you submit your application and before an award can be approved.

NURSE CORPS PROGRAMS	YEARS OF SERVICE	AWARD AMOUNT
Nurse Corps Loan Repayment Program	2 Years	60%

Link to Application Program Guidance

To learn more about the FY 2025 Nurse Corps Loan Repayment Programs eligibility requirements, application information, service requirements and more, refer to the [Application and Program Guidance](#) for the Nurse Corps Loan Repayment Program.

Cycle Dates	
Application Opens	Application Close and Submission Deadline
January 1, 2025 5:00 PM EST	April 24, 2025 11:59 PM EDT

Application Information	
Application Status	Application ID
In Progress	2025427914

Application Overview

ELIGIBILITY- The responses to the questions below will determine your eligibility for the Nurse Corps Loan Repayment Program. Prior to responding to the questions in this section, read the Nurse Corps Loan Repayment Program [Application and Program Guidance](#) to determine your eligibility.

PERSONAL INFORMATION- The personal information you enter in this section, such as your name, address, date of birth, birth location, and Social Security number, will be used as a part of your application for communication of program information and updates, and verification of documentation. This demographic information will also be used for strategic planning and marketing of the Nurse Corps Loan Repayment Program to enhance recruitment efforts for future funding.

PROFESSIONAL INFORMATION- In this section, you will identify the discipline/specialty for which you are licensed to provide clinical services and your degree information. The options provided are specific to the current list of Nurse Corps Loan Repayment Program approved disciplines and specialties. Please review the education, training, and certification requirements for your discipline/specialty as defined in the FY 2025 Nurse Corps Loan Repayment Program Application Program Guidance. You will certify the accuracy and truthfulness of your selections before you submit your complete application. You will not qualify for the Nurse Corps Loan Repayment Program if you do not meet the discipline, training, and certification requirements prior to the application deadline April 24, 2025, 7:30 PM EDT.

LOAN INFORMATION- In this section, you will be required to add the loans that you want approved for repayment under the Nurse Corps Loan Repayment Program. You can add the loans manually or, to expedite this process, you may import your federal student loan(s) from the [U.S. Department of Education's Federal Student Aid](#) website directly into the online application. For loans imported from the Federal Student Aid website, no supporting documents are required.

To successfully add your loans manually and to ensure that your loans have the best chance to qualify for repayment when reviewed, for each loan, you must retrieve, scan and upload the current account statements from your loan servicers and the Student Aid Report from your Federal Student Aid online account or a disbursement report for any private loans.

DOCUMENTS- In this section, you will be asked to upload various documentation to support and verify the credibility of your application. You are encouraged to save your documents as PDF files before uploading to your application. You should not attempt to upload documents larger than 5MB, or files formatted as Excel and HEIC. In addition, the Nurse Corps Loan Repayment Program must be able to review the details of your application documents clearly. Submitting pictures, password protected, and incomplete or illegible documents will disqualify your application from consideration. All information provided in the supporting documents and online application must match exactly. Any disparities will cause your application to be deemed ineligible. For further specifics on required and supporting documentation, please refer to the Documents Needed table below. All document uploads will be time-stamped in Eastern Time.

REVIEW & SUBMIT- Please review each section listed below prior to submitting your application. Do not submit your application until you are certain it is accurate and complete. After submission, your final application will be available to review, download, and edit. We recommend that you print a copy from the application homepage for your records. The supporting documents will be listed on the application homepage. All decisions regarding FY 2025 Nurse Corps Loan Repayment Program applications will be made by April 24, 2025, 7:30 PM EDT.

Documents Needed

DOCUMENT TITLE	DOCUMENT TYPE	INSTRUCTIONS
Proof of U.S. Citizenship, U.S. National or Lawful Permanent Resident	Required	To be eligible to apply to Nurse Corps Loan Repayment Program, you must be a U.S. citizen, national or lawful permanent resident. You will be required to provide verifying documentation during your application process. The following forms are accepted: - Valid birth certificates - Current, unexpired passports - Naturalization papers - Valid permanent resident card <i>Note: Driver's licenses, social security cards, state issued identifications, etc., are not acceptable.</i>
Transcripts for nursing degree and other supporting education	Required	To be eligible to apply to the Nurse Corps Loan Repayment Program you must have a nursing degree. Applicants must submit transcript(s) from each school of nursing attended for all nursing education. Transcripts must include: - Applicant's name - School name - Dates of attendance - Courses taken - Degree (if obtained) - Degree date (if obtained) <i>Note: If the earned degree is not detailed on transcript, the applicant must provide another appropriate document with this information (i.e. A copy of a diploma).</i>
An Active certification in maternal health or mental health specialties	Required for maternal health and mental health providers	Applicants who indicate having a maternal health or mental health specialty on their online application must provide certification documentation in order to qualify for an award under those specialties. Please refer to the Application and Program Guidance for eligible certifications.
Psych NP Certification	Required for Psych Nurse Practitioner Applicants	Psychiatric Nurse Practitioners are required to submit Certification from the American Nurses Credentialing Center to practice as an Advanced Practice Registered Nurse in a behavioral health capacity.

Bureau of Health Workforce

NC LRP Internal Online Application User Guide

Authorization to Release Information	Required	Applicants must download the "Authorization to Release Information" form from the online application. Applicants must fill out, sign, and upload the form to the application. The signature may be handwritten or an electronic signature. Electronic signatures that contain a date stamp or require a PIN to place the signature on the form are acceptable. Also, signatures signed with a stylus are acceptable. Please download the document here, sign, and upload on the Documents page.
Nursing License	Required	Applicants must upload a copy of their current, full, permanent, unencumbered, unrestricted health professional license.
Loan Information Verification - Account Statement	Required	You will be required to provide account statements for ALL loan types and for every loan you submit for repayment. Statements must contain the following information to qualify: - Your name - Name of current servicer/lender - Loan account number - Date of statement (no more than 30 days from the date of application submission) - Current balance (principal and accrued interest)
Loan Information Verification - Disbursement Report	Required	You will be required to provide loan origination and disbursement reports for private and non-federal loans containing information from your loan servicers/lenders that highlight the details of the education loans you have obtained. The documentation must include the information listed below to qualify for repayment under the Nurse Corps Loan Repayment Program. - Your name - Name of current loan servicer/lender - Loan account number - Type of loan - Original loan date - Original loan amount <i>Note: You may upload one document that provides the required information or combine multiple documents within the same upload, if necessary.</i>
Loan Information Verification - Consolidated Loan Documents	Required (if applicable)	You will be required to provide loan origination information for each loan within the consolidation. The documentation must include the information listed below to qualify for repayment under the Nurse Corps Loan Repayment Program. - List of all loans included in consolidation - Your name - Name of current loan servicer/lender - Loan account number - Type of loan - Original loan date - Original loan amount <i>Note: You may upload one document that provides the required information or combine multiple documents within the same upload, if necessary.</i>
Verification of Existing Service Obligation/Member of Reserve Document	Supporting	Please upload a copy of your existing service obligation document that includes the expiration date. To be eligible for Nurse Corps Loan Repayment Program your existing service obligation must be satisfied by the application submission deadline, April 24, 2025, 7:30 PM EDT. You will be required to provide verifying documentation during your application process and a copy of your existing service obligation agreement that includes the expiration date.

Paperwork Reduction Act Public Burden Statement

The purpose of this information collection is to obtain information through the Nurse Corps Loan Repayment Program that is used to assess the Loan Repayment Program applicant's eligibility and qualifications for the Loan Repayment Program and to monitor a participant's compliance with the program's service requirements. Clinicians interested in participating in the Nurse Corps Loan Repayment Program must submit an application to the Nurse Corps. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this information collection is 0915-0140 and it is valid until 02/28/2026. This information collection is required to obtain or retain a benefit (Section 846 of the Public Health Service Act, as amended [42 U.S.C. 297n]). The information is protected by the Privacy Act, but it may be disclosed outside the U.S. Department of Health and Human Services, as permitted by the Privacy Act and Freedom of Information Act, to Congress, the National Archives, and the Government Accountability Office, and pursuant to court order and various routine uses as described in the System of Record Notice 09-15-0037. Public reporting burden for this collection of information is estimated to average 0.68 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857.

Need Help?

Please note, due to system security controls you have 30 minutes to save each section, or you will be automatically logged off the system and your changes will not be saved. Please read the [Nurse Corps Loan Repayment Program](#) for any questions regarding the Nurse Corps Loan Repayment Program. If you experience any problems, please contact the Bureau Health Workforce Customer Care Center at 1-800-221-9393 (TTY for hearing impaired: 1-877-897-9910), Monday through Friday (except federal holidays), 8:00 AM to 8:00 PM ET or [Contact Us](#).

[Start Application](#)

Questions?

Email or call 1-800-221-9393 (TTY: 1-877-897-9910) Monday to Friday (except federal holidays) 8am to 8pm ET.

BUSINESS RULES

- Applicants are requested to read the following documents prior to starting their application:
 - Application and Program Guidance (APG)
 - Cycle Dates
 - Applicant Overview
 - Documents Needed
 - Paperwork Reduction Act Public Burden Statement
- If Applicants log in to their previously saved application, they will be directed to the last saved NC LRP application page and the application status will be "In Progress". Applicants will be able to continue with their last saved page or jump to any completed section of the application by selecting the left navigation menu.
- Applicants may return to the Welcome page at any time to reference application information, view their status or retrieve their application ID.

NC LRP ELIGIBILITY

The Eligibility page ensures that the Applicant meets the qualification requirements to apply for a NHSC LRP application. If the Applicant is deemed eligible, they will be able to continue with the application. If an individual does not pass the initial screening portion of the online application, they will not be able to continue with the application.

Eligibility

All fields are required unless marked Optional

Your responses to the questions below will determine your basic eligibility for the Nurse Corps Loan Repayment Program.

STEPS

1. Applicant answers all required questions.
2. Applicant selects **Save & Continue** button once all questions have been answered.
3. Applicant will move forward to the Personal Information page if they are eligible.
4. Applicant will be directed to the Ineligible modal (pop-up) if found ineligible.

Section 1 of 7

Do you or will you have a current, full, permanent, unencumbered, and unrestricted nursing license, (must show a valid expiration date), in the discipline/specialty in the state in which you intend to practice under the Nurse Corps Loan Repayment Program, or are you authorized to practice in that state pursuant to the Enhanced Nursing Licensure Compact, on or before April 24, 2025?

☒ Yes ☐ No

Section 2 of 7

Are you a U.S. citizen (either U.S. born or naturalized), national, or permanent resident with a non-conditional Permanent Resident Card (green card); birth certificates, current passports or naturalization papers are accepted, or a copy of a current [permanent resident card](#).

☒ Yes ☐ No

☐ U.S. Citizen

☒ U.S. National

☐ Lawful Permanent Resident

Bureau of Health Workforce

NC LRP Internal Online Application User Guide

Section 3 of 7

Do you have another existing/remaining service obligation as a health professional, or any other service obligation, to the federal government (e.g., an active duty military obligation, a Nurse Corps or National Health Service Corps Scholarship Program obligation or a National Health Service Corps Loan Repayment Program obligation), to a state (e.g., a State Loan Repayment Program obligation), or to any other entity (e.g., any signed obligation that obligates you to remain employed at a certain geographical location)? 

☒ Yes ☐ No

Will your obligation be satisfied on or before the Nurse Corps Loan Repayment Program application submission deadline of April 24, 2025, 7:30 PM EDT?

☒ Yes ☐ No

Are you a uniformed service member or member of the Reserve Corps?

☐ Yes ☒ No

Section 4 of 7

Have you ever had a judgment lien against your property arising from a federal debt?

☐ Yes ☒ No

Section 5 of 7

Have you defaulted on any federal payment obligations, such as Health Education Assistance Loans, Nursing Student Loans, Federal Housing Authority (FHA) or other federal mortgage loans, federal income tax liabilities, federal student loans; OR, state or local government payment obligations, such as court-ordered child support payments?

☐ Yes ☒ No

Section 6 of 7

Have you ever breached a service obligation to the federal, state, or local government?

☐ Yes ☒ No

Section 7 of 7

Are you currently working full time?

(For Registered Nurses working at a health care facility, full-time is defined as working at least 32 hours per week. For Nurse Faculty working at a school of nursing, full-time is as defined according to your school of nursing for at least 9 months out of the year.)

☒ Yes ☐ No

Back

Save and Continue

BUSINESS RULES

- Applicant can select any tool tip for additional information on specific question.
- System shall require response to the following questions if Applicant indicates that they have an existing service obligation:
 - Will your obligation be satisfied on or before the Nurse Corps Loan Repayment Program application submission deadline of [Application Deadline Date]?
 - Are you a uniformed service member or member of the Reserve Corps?
- System shall direct user to the Ineligible landing page if one or more of the following answers are selected:
 - Licensed, certified, or registered in discipline/specialty = No
 - Applicant US Citizen or National = No
 - Existing service obligation = Yes and:
 - Completed before submission= No and:
 - Uniformed service member = No
 - Applicant judgment lien = Yes
 - Applicant defaulted federal debt = Yes
 - Applicant in breach of service obligation = Yes
 - Applicant defaulted prior service obligation = Yes
- If the ineligible modal is prompted, the user will be unable to proceed with their application.

Ineligible for Nurse Corps Loan Repayment Program

Applicant Name
Emma Stone

Your Application Status
Not Eligible

Your Application ID
2025427914

Application Deadline
April 24, 2025

Based on the answers you have provided in the previous section, you do not meet the 2025 Nurse Corps Loan Repayment Program eligibility requirements.

An abbreviated list of basic eligibility requirements is below:

- Be a U.S. citizen, U.S. National or a Lawful Permanent Resident.
- Have a current, full, permanent, unencumbered, unrestricted nursing license in the state in which they intend to practice under the Nurse Corps Loan Repayment Program, or are authorized to practice in that state pursuant to the Enhanced Nursing Licensure Compact.
- Work full time (For Registered Nurses working at a health care facility, full-time is defined as working at least 32 hours per week. For Nurse Faculty working at a school of nursing, full-time is as defined according to your school of nursing for at least 9 months out of the year).
- Not have a judgment lien on their property arising from a federal debt.
- Not be in breach of a health professional service obligation, or in default on a prior service obligation.
- Not have a service obligation other than of a member of the uniformed service or member of a reserve corps that will extend past the application deadline for Nurse Corps Loan Repayment Program.

Close

PERSONAL INFORMATION

The Personal Information page consists of questions about the Applicant's contact and background information. Some information (such as First and Last Name, etc.) is pre-populated from the account creation process.

Personal Information

All fields are required unless marked Optional

If you have started a fiscal year 2025 application to the Nurse Corps Loan Repayment Program, the personal information you enter in this section, such as your name, address, date of birth, birth location, and Social Security number will overwrite the personal information you provided with the other applications when you select "Continue" at the end of this section.

STEPS

1. Applicant answers required fields.
2. Applicant selects **Continue** button once they have answered all the required fields on the Name card.
3. Home (Permanent) Address card will appear on the Personal Information page.
4. Applicant selects **Continue** button once they have answered all the required fields on the Home (Permanent) Address card.
5. Contact Information card will appear on the Personal Information page.
6. Applicant selects **Continue** button once they have answered all the required fields on the Contact Information card.
7. Place of Birth card will appear on the Personal Information page.
8. Applicant selects **Continue** button once they have answered all the required fields on the Place of Birth card.
9. Demographics card will appear on the Personal Information page.
10. Applicant selects **Continue** button once they have answered all the required fields on the Demographics card.
11. NC LRP Service card will appear on the Personal Information page.
12. Applicant selects **Save & Continue** button once they have answered all the required fields on the NC LRP Service card.
13. Applicant will be directed to Education Information page upon selecting **Save & Continue** button if all required fields are entered.

Contact Information

Section 1 of 3

Name

First Name

Emma

Last Name

Stone

Middle Initial (Optional)

Y

Title (Optional)

Dr.  

Suffix (Optional)

Psy.D  

Former First Name
(Optional)

Jane

Former Last Name
(Optional)

Smith

Home (Permanent) Address

Address Line 1

12345 Autumn Spring Drive

Address Line 2 (Optional)

Country

United States 

State/ Territory/ Region/ Province

Virginia 

City

Richmond

ZIP Code

23219

Preferred Mailing Address

☐ My preferred mailing address is the same as my home address

Address Line 1

98745 Willow Trees Lane

Address Line 2 (Optional)

Country

United States 

State/ Territory/ Region/ Province

Maryland 

City

Germantown

ZIP Code

20840

Phone Number / Email / Alternative Email

☐ This is an international number (Optional)

Preferred Phone Number

7034561230

☐ This is an international number (Optional)

Alternate Phone Number (Optional)

Preferred Email 

mhsu1@hrsa.gov

Alternate Email (Optional) 

Personal Information

Section 2 of 3

Social Security Number ?
.....

Confirm Social Security Number
.....

Date and Place of Birth

Date of Birth
01/01/1980

Country
United States

State/ Territory/ Region/ Province
Maryland

City
Bethesda

Demographics

Sex (Optional)
☐ Male ☐ Female ☐ I do not wish to disclose

Ethnicity
☐ Hispanic or Latino ☐ Not Hispanic or Latino ☒ I do not wish to disclose

Race
White

What language(s) do you speak? (Optional)
3 Items Selected

How did you hear about the NCLRP?
Friends

I am applying to the NCLRP because:
Loan repayment incentive

Do you (and if applicable, your family) plan to remain in the community in which you will fulfill your BHW LRP service obligation?
☒ Yes ☐ No

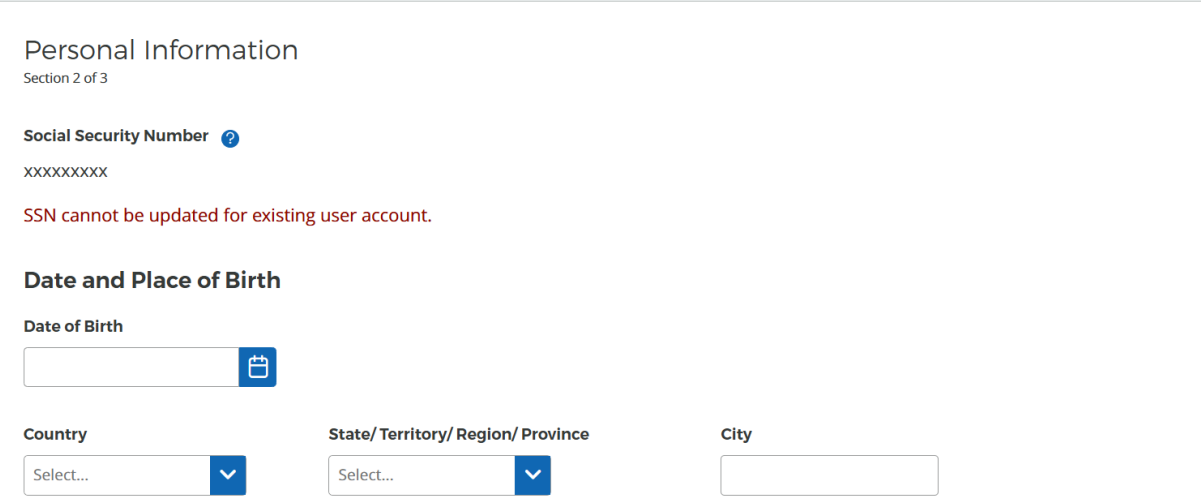
BUSINESS REQUIREMENTS

- The following fields are populated for existing users and new users through account creation:
 - First Name
 - Last Name
- All fields are required unless Optional is indicated.
- System shall pre-populate the preferred email address.
- Preferred Email Address as read-only with the login email address information.
- If Applicant selects a non-US Country, then State/Territory/Region/Province becomes a free form input field and Zip code length constraints are no longer applicable.
- System shall require Applicant to enter a preferred phone number.

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NC LRP Internal Online Application User Guide

- The alternate phone number is required if Applicant selects the option that the number is international.
- System shall require the Date of Birth is prior to application cycle start date.
- System shall not allow Applicant to change Date of Birth if electronic loans are present.
- System shall mask the SSN and require Applicant to enter the SSN twice.
 - Error message will display if entered SSN do not match.
 - Applicant is required to re-enter their SSN if the SSNs do not match.
 - Applicant can edit SSN and re-enter numbers.
- System shall display error message and not allow Applicant to continue if they enter an SSN that is tied to an existing user.
 - Error message will request Applicant to login with existing portal account.
- Logging in with an existing user account, system shall mask the SSN and does not allow Applicant edits SSN.



Personal Information

Section 2 of 3

Social Security Number ?

XXXXXXXX

SSN cannot be updated for existing user account.

Date and Place of Birth

Date of Birth

Country

State/Territory/Region/Province

City

Masked SSN if log in with existing user.

Personal Information

Section 2 of 3

Social Security Number

XXXXXXXXXX

The Social Security Number field is not editable at this time. First remove electronically imported loans from your application(s). Then you will be able to make updates to your Social Security Number.

Date and Place of Birth

Date of Birth

01/01/1980

The Date of Birth field is not editable at this time. First remove electronically imported loans from your application(s). Then you will be able to make updates to your Date of Birth.

Country

United States 

State/ Territory/ Region/ Province

Maryland 

City

Germantown

SSN and DOB cannot be edited if electronic loans are present.

EDUCATION INFORMATION

The Education Information card asks the Applicant about all nursing-related education attended, since the NC LRP program only accepts debt related to nursing degree programs.

Education Information

All fields are required unless marked Optional

In this section, you will enter information about your school and education.

Note: All education completed for a non-nursing degree will be ineligible for loan repayment.

STEPS

1. Applicant searches for and adds a school from which they attended in the past.
2. Applicant indicates the dates the education started and ended.
3. Applicant uploads the transcript(s) of the school attended.

Education

Section 1 of 1

Please enter all education for which you are requesting loan repayment. Select the state, school name and dates you attended during your nursing education even if you did not graduate.

Note: All education completed under a non-nursing degree will be ineligible for loan repayment.

Add School

Back

Save and Continue

Add School

Select the state where the school is located

Select the name of the school

Select the option that applies to this school

- ☐ I received a nursing degree from this school
- ☐ I transferred from this school
- ☐ I attended this school only for nursing prerequisites

 Please enter all dates in the format mm/yyyy. The specific date of the month is not required.

On what date did you begin your education at the school identified above?

On what date did you complete your education at the school identified above?

Please enter any additional clarifying information that you would like to submit regarding your educational background (Optional)

Education Documents

[Back to Education Information](#)

Important Note: Transcripts must include the applicant's name, school name, degree type, dates of attendance and conferred/graduation date. Applicants are highly encouraged to combine all transcript pages from one school/degree into a .PDF format and upload the document; however, you may also upload additional pages of your transcript in the Additional Education Document section. If your transcript does not include a degree conferred date, please also upload your diploma/degree with this information in the Additional Education Supporting Document section. It is the responsibility of the applicant to ensure that all documents are complete, viewable, and readable without passwords in their entirety.

Required Documents

- Official/Unofficial transcripts

Upload

FILE REQUIREMENTS

- Save your documents as .PDF files before uploading to your application.
- Do not attempt to upload documents larger than 5MB, or files formatted as .TIFF, .JPEG, .PNG and .TXT.
- Select the document type(s) you would like to upload (you may select more than one document type when uploading a multi-page PDF).

Uploaded Documents

Select or Drop File Here

Test Upload.pdf 532.961 kb

Select document type

☐ Official/Unofficial Transcript

☐ Additional Education Supporting Document

Comment (Optional)

Enter a description or purpose of the document

Upload

Cancel

Add School

Cancel

BUSINESS REQUIREMENTS

- System shall require Applicant to select at least one school they attended in the past.
- The "options that apply to this school" are as follows:
 - Option 1 or
 - Option 2 or
 - Options 1 and 2 or
 - Option 3 or
 - Options 2 and 3
- System shall require Applicant to upload at least one transcript from the school they attended.

Education

Section 1 of 1

Please enter all education for which you are requesting loan repayment. Select the state, school name and dates you attended during your nursing education even if you did not graduate.

Note: All education completed under a non-nursing degree will be ineligible for loan repayment.

[Add School](#)

SCHOOLS

SCHOOL NAME ↑↓	CITY ↑↓	STATE ↑↓	STARTING DATE ↑↓	DATE SCHOOL ENDED ↑↓	DEGREE TYPE	
University of Maryland - School of Medicine	Baltimore	Maryland	08/2000	06/2004	Bachelor's	 Remove  Edit

[Back](#)

[Save and Continue](#)

PROFESSIONAL INFORMATION | LICENSE TYPE

The Discipline and Specialty card asks for details about an Applicant's discipline. Applicant sees only the discipline menu upfront all other menu options (including specialty) are dynamic based on the discipline selection. The system will display Specialty/ Clinical Support Professional/ Behavioral Health Paraprofessional field names depending on the corresponding options selected under the discipline. The Specialty/ Clinical Support Professional/ Behavioral Health Paraprofessional menu options will change dynamically based on the discipline selected by the Applicant.

Professional Information

All fields are required unless marked Optional

In this section, you will identify the discipline/specialty for which you are licensed to provide clinical services and your degree information. The options provided are specific to the current list of Nurse Corps Loan Repayment Program approved disciplines and specialties. Please review the education, training, and certification requirements for your discipline/specialty as defined in the [FY 2025 Application and Program Guidance](#) for the Nurse Corps Loan Repayment Program. You will certify the accuracy and truthfulness of your selections before you submit your complete application. You will not qualify for a Nurse Corps Loan Repayment Program award if you do not meet the discipline, training, and certification requirements prior to April 24, 2025, 7:30 PM EDT.

STEPS

1. Applicant selects the required License Type, Functional Role, and Specialty.
2. Applicant indicates if they are applying as Nurse Faculty member.
 - a. If non-Nurse Faculty member, Applicant indicates if they will be serving in a women's health facility and birth center.
 - b. If Nurse Faculty member, Applicant indicates if they are tenured.
3. Applicant was directed to the Employment Location Search card.

License Type

Section 1 of 5

Note: You can always change your license type selection(s) from the dropdown(s). If you change your original selection, the License, Functional Role, and Specialty will refresh based on the new selection and you will be required to complete any newly populated required fields.

License Type

Nurse Practitioner

Functional Role

Clinical

Specialty

Family

Are you employed as a full-time nurse faculty member?

☒ Yes ☐ No

Are you tenured?

☒ Yes ☐ No

Nurse Faculty License Type

License Type

Section 1 of 5

Note: You can always change your license type selection(s) from the dropdown(s). If you change your original selection, the License, Functional Role, and Specialty will refresh based on the new selection and you will be required to complete any newly populated required fields.

License Type

Nurse Practitioner

Functional Role

Clinical

Specialty

Family

Are you employed as a full-time nurse faculty member?

☐ Yes ☒ No

Will you be serving in a women's health facility?

☒ Yes ☐ No

Will you be serving in a birth center?

☒ Yes ☐ No

Continue

Non-Nurse Faculty License Type

BUSINESS REQUIREMENTS

- System shall require Applicant to select a License Type, Functional Role, and Specialty.

PROFESSIONAL INFORMATION | EMPLOYMENT LOCATION SEARCH

The Employment Location Search section gathers the Applicant's current employment information. The Applicant can select one or multiple sites where they are or will be employed if a non-Nurse Faculty member. If a Nurse Faculty member, the Applicant can select one and only one school where they are or will be employed.

The following procedure is for non-Nurse Faculty members.

NC LRP Facility Eligibility NC LRP-approved facilities (non-Nurse Faculty/schools) exist in BMISS, are active and have a HPSA Score. NCLRP-NF (Nurse Faculty) schools exist in BMISS and are active.

STEPS

- If the Applicant is a non-Nurse Faculty member, Applicant will indicate if they work at multiple critical shortage facility sites.
 - If the answer is Yes, an additional question will be displayed to determine if the Applicant is working for the same employer at all sites.

- b. Note: if not all sites are with the same employer, the Applicant is ineligible for the NCLRP program but will still be able to apply.
2. Applicant selects State/Territory/Region/Province and/or enters a Zip Code.
3. System will display search results when Applicant selects State/Territory/Region/Province.
4. Applicant can further filter facilities by entering the zip code of their site.
5. System will populate all NC facilities within the selected State and/or input Zip Code values.
6. Applicant will be able to select the checkbox next to the desired facility(s) where they are or will be employed.
7. Once Applicant selects the desired facility(s), they can click the **Add Sites** button.
8. If the facility(s) are found eligible, the system will display the facility(s) under the Sites Added table.
9. If Applicant has selected all facility(s), they shall select "Yes, all my facilities have been added" radio button to the question "Have you listed each facility where you work or will begin working?".
10. System shall display and require all Applicants to answer question "Have you listed each site where you work?" If they have, they will select "Yes, all my facilities have been added". If not, they will select "No, some of my sites are not yet added. I will come back to this section and add them before submitting".
11. Applicant **Continue** button once they have answered all the required fields.

Employment Location Search

Section 2 of 5

To be eligible for the Nurse Corps Loan Repayment Program and to meet funding preferences, your site must fall into one of the Critical Shortage Facility site types, and must be located in a Primary Medical Care or Mental Health Professional Shortage Area.

A Health Professional Shortage Area score and designation status can change at any time throughout the year, impacting the Nurse Corps Loan Repayment Program's ability to accurately assign your application to the correct preference. To eliminate the impact of fluctuations in Health Professional Shortage Area scoring and designations during the Nurse Corps Loan Repayment Program 2025 application and award cycle, and for the purposes of determining funding preference, Nurse Corps Loan Repayment Program will "freeze" the Health Professional Shortage Area designations and scores and will assess all applications based on Health Professional Shortage Area data in our system as of the end of the application close date. Please refer to the Application and Program Guidance for the Health Professional Shortage Area definition and how to locate facility scores.

Important Note:

- The period of time between initiation of the Critical Shortage Facility Site request and submission of the Employment Verification by the site's Point of Contact could take approximately 5 business days. Therefore, it is recommended that you start the Employment Verification process as soon as possible.
- Employment Verification Forms and applications not submitted by the April 24, 2025, 7:30 PM EDT deadline will not be considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.
- Applicants are responsible for ensuring that a Site Not Found request and Employment Verification have been submitted in advance to allow sufficient time for processing. Applicants that cannot find their school or site should submit a School or Site Not Found request. School or Site Not Found requests that are submitted to the Nurse Corps Loan Repayment Program within 24 hours of the application deadline are unlikely to be processed in time.

Do you currently work at multiple Critical Shortage Facility Sites?

☒ Yes ☐ No

Are you working at the same employer at all Critical Shortage Facility sites? (Optional)

☐ Yes ☒ No

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

State/ Territory/ Region/ Province

Virginia  

ZIP Code

Location Name (Optional)

Cumberland Mountain CSB - Main Office

Search Results

Note: You may see multiple sites with the same name, but different addresses. Select the site(s) where you actually provide direct patient care and will meet the Nurse Corps Clinical Practice Requirements for your discipline/specialty.

	LOCATION NAME ↑↓	ADDRESS ↑↓	NC STATUS
☐	Cumberland Mountain CSB - Main Office Building A	113 Cumberland Rd, Cedar Bluff, VA 24609-4609	Active
☐	Cumberland Mountain CSB - Main Office Building B	196 Cumberland Rd, Cedar Bluff, VA 24609-1137	Active

 Please note: the Nurse Corps Loan Repayment Program is receiving a large number of requests to review employment locations. Expect a delayed response to requests.

Please thoroughly search the provided list of employment locations. If you need to submit an employment location for review by Nurse Corps, please provide all of the requested information, including location address and Point of Contact information, to ensure timely processing.

We encourage you to continue working on other parts of your application while waiting for response to your request.

Employment location not found? (Optional)

☐ Check this box if your site is not listed in the search results.

Add Sites

Cancel

SITES ADDED

LOCATION NAME ↑↓	ADDRESS ↑↓	HPSA SCORE ↑↓	LOCATION ID ↑↓	
Cumberland Mountain CSB - Main Office Building A	113 Cumberland Rd, Cedar Bluff, VA 24609-4609	19	4425272326	 Remove

Have you listed each site where you work?

☐ Yes, all my sites have been added

☒ No, some of my sites are not yet added. I will come back to this section and add them before submitting

Non-Faculty Employment Location Search.

Bureau of Health Workforce

NC LRP Internal Online Application User Guide

Employment Location Search

Section 2 of 5

To be eligible for the Nurse Corps Loan Repayment Program-Nurse Faculty and meet the funding preferences, your site must be an accredited collegiate, associate degree or diploma school of nursing in a State where graduates are:

- authorized to sit for the NCLEX-RN or
- licensed Registered Nurses who will receive a graduate or equivalent degree or training to become an advanced education nurse.

Collegiate and associate degree schools of nursing are a department, division, or other administrative unit in the educational institution which provides primarily or exclusively a program of education in professional nursing. A diploma school of nursing means a school affiliated with a hospital or university, or an independent school, which provides primarily or exclusively a program of education in professional nursing. See section 801 of the Public Health Service Act for a full and complete definition of these terms. The educational programs in the school of nursing must be accredited by a national nursing accrediting agency or state approval agency recognized by the Secretary of the U.S. Department of Education.

Important Note:

- From the initiation of the School of Nursing request through the submission of the Employment Verification by the site's Point of Contact could take approximately 5 business days. Therefore, it is recommended that you start the Employment Verification process as soon as possible.
- Employment Verification Forms and Applications not submitted by the April 24, 2025, 7:30 PM EDT deadline will not be considered for review. The deadline will not be extended due to delayed receipt of Employment Verification Forms.
- It is the responsibility of the applicant to ensure that a School of Nursing request and Employment Verification have been submitted in advance to allow sufficient time for processing.

State/Territory/ Region/ Province

Virginia 

ZIP Code

Location Name (Optional)

University of

Search Results

	SCHOOL NAME ↑↓	ADDRESS ↑↓	NC STATUS
☐	University of Lynchburg - College of Health Sciences	1501 Lakeside Dr, Lynchburg VA 24501	Active
☐	University of Virginia - School of Medicine	200 Jeanette Lancaster Way, Charlottesville VA 22903	Inactive
☒	University of Virginia - School of Nursing	225 Jeanette Lancaster Way, Charlottesville VA 22903	Active
☐	University of Virginia's College at Wise	1 College Ave, Wise VA 24293	Inactive

-  Please note: the Nurse Corps Loan Repayment Program is receiving a large number of requests to review employment locations. Expect a delayed response to requests.

Please thoroughly search the provided list of employment locations. If you need to submit an employment location for review by Nurse Corps, please provide all of the requested information, including location address and Point of Contact information, to ensure timely processing.

We encourage you to continue working on other parts of your application while waiting for response to your request.

Employment location not found?

☐ Check this box if your school is not listed in the search results.

Add School

Cancel

Have you listed each site where you work?

- ☐ Yes, all my sites have been added
- ☒ No, some of my sites are not yet added. I will come back to this section and add them before submitting

Faculty Employment Location Search.

BUSINESS REQUIREMENTS

- The system shall require Applicant to enter at least one facility for **Add Sites** button to be enabled.
- The system shall require Applicant to enter at least one facility, or check the site not found box for **Continue** button to be enabled.
- For Non-Faculty, Applicant may add an unlimited number of facilities.
- For Faculty, Applicant can only add 1 school.
- The system shall list all facilities for which BHW has an existing site record.
- The system shall display facilities in the search results that are within the provided State and/or Zip Code criteria.
- The system shall allow Applicant to select one/all facility(s) from the search results.
- The system will display ten facilities per page on the search results.
- The system will display pagination if more than ten facilities are obtained in the search results.
- The system shall check the facility eligibility when Applicant clicks the 'Add Sites' button.
- For Faculty, the system shall disable other checkboxes from the search result if 1 school is checked.
- For Faculty, the system shall disable "Employment location not found" checkbox if 1 school is added.
- For Faculty, if Applicant attempt to search for another school after a school is already added, the system shall disable all checkboxes from the search result.
- Applicant shall be able to add an NC eligible facility if there are no active POC(s).
 - System shall display an "The site you have selected does not have an active POC" alert message.
- Only facility(s) or school(s) meeting these criteria will be added successfully under the 'Sites Added' or 'School Added' table.
- Applicant may delete a facility or school that has been added and no EV(s) has been initiated.
- Applicant will not be able to submit the application if Applicant selects "No" to "Have you listed each site where you work or will begin working?"
- Applicant will be able to submit the application if Applicant selects "Yes" to "Have you listed each site where you work or will begin working?" AND all Employment Verifications have been completed.
- The system should display an error if the Applicant has checked the Employment location not found box and attempts to answer "Yes" to "Have you listed each site where you work or will begin working?" question.
- The system shall allow Applicant to continue to the next section, Employment Verification (EV), if they select "Employment location not found".
- The system shall require Applicant to cancel EV before deleting a facility or school if an EV has been initiated.

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

State/ Territory/ Region/ Province

Alaska

ZIP Code

Location Name (Optional)

Search Results

	SCHOOL NAME ↑↓	ADDRESS ↑↓	NC STATUS
☐	Alaska Pacific University	4101 University Dr, Anchorage AK 99508	Active
☐	Charter College	2221 E Northern Lights Blvd, Ste 120, Anchorage AK 99508	Active
☐	University of Alaska Anchorage - School of Nursing	3241 Providence Dr, Anchorage AK 99508	Active

Faculty - Checkbox Disabled for Location Search Results.

Employment location not found?
☐ Check this box if your school is not listed in the search results.

Add School

Cancel

Schools Added

SCHOOL NAME ↑↓	ADDRESS ↑↓	
Old Dominion University-Virginia Beach Center - School of Nursing	1881 University Dr, Virginia Beach VA 23453	Remove

Faculty - Checkbox Disabled for Employment location not found.

SITES ADDED

LOCATION NAME ↑↓	ADDRESS ↑↓	HPSA SCORE ↑↓	LOCATION ID ↑↓	
Alabama Cancer Care	171 Carraway Dr, Winfield, AL 35594-5067	17	9487103428	 Remove

 The site you have selected does not have an active POC

The site will be added to your application but you must reach out to your site POC informing them that they must activate/reactivate their account so that the proper next steps can occur and you and the site POC can be notified correctly.

Non-Faculty – NC Site is eligible but no active POC Alert Message.

PROFESSIONAL INFORMATION | FACILITY NOT FOUND - INACTIVE

The Employment Location Search may find locations that are inactive. The Applicant may select these sites and initiate a Site Not Found request whereby Program will evaluate the request and determine eligibility. If the site is found to be eligible, the Applicant will receive an email indicating as such and the site will have to be added again, but as an Active site this time. All subsequent activities (e.g., Employment Verification) must be followed.

STEPS

1. Applicant selects State/Territory/Region/Province and/or enters a Zip Code.
2. System will display search results when Applicant selects State/Territory/Region/Province.
3. Applicant can further filter facilities by entering the zip code of their site.
4. Applicant will be able to select the checkbox next to the desired facility(s) where they are or will be employed. In this scenario, the employment site will be displayed as Inactive.
5. Once Applicant selects the desired facility(s), they can click the Add Sites button.
6. The site address and Point(s) of Contact will be displayed for the selected Inactive site. The user can optionally identify the site's CSF Type and Profit Status, if known.
7. Applicant may choose to add one or more Points of Contact, as desired.
8. Applicant will Submit the information to initiate the Site Not Found request.
9. After receiving the decision by Program, the Applicant will either add the newly Active site (upon approval) or remove the request of the request is denied.

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

Site Exists And Not Active

Site Name

A Platform to Healthcare

Address

5209 York Rd, Baltimore, MD 21212-4225

Site Status

Eligible

Your site may be eligible for the Nurse Corps Loan Repayment Program, but is not active. Please submit a Site Not Found request to activate it.

Site Not Found Request

First Name

Emma

Last Name

Stone

Email Address

Not Available

Discipline

Nurse Practitioner

Specialty

Family

Application ID

2025793934

Location Name

A Platform to Healthcare

Address Line 1

5209 York Rd

Address Line 2

State/Territory/ Region/ Province

Maryland

City

Baltimore

ZIP Code

21212

Site/CSF Type (Optional)

Select...

Profit Status (Optional)

Select...

Point of Contact Information

Add POC

NAME ↑↓	PHONE NUMBER ↑↓	EMAIL ↑↓	STATUS ↑↓
Josie Dantzler	Not Available	971FBA07110A85E339@EXAMPLE.com	Active
Jameela Mitchell	0000000000	D0984578B23F567878@EXAMPLE.com	Inactive
Nicole Richardson	Not Available	Not Available	

Submit

Cancel

Remove

BUSINESS REQUIREMENTS

- If the facility(s) added **exists but are inactive**, the system will display a yellow error box with “**Site Exists And Not Active**” header and the following message:
 - Your site may be eligible for the Nurse Corps Loan Repayment Program but is not active. Please submit a Site Not Found request to activate it.

- The user will be required to enter site information to submit a Site Not Found request for Program review.

PROFESSIONAL INFORMATION | FACILITY NOT FOUND

The Employment Location Search may find locations that do not exist in the BMISS database. The Applicant may identify these sites and initiate a Site Not Found request whereby Program will evaluate the request and determine eligibility. If the site is found to be eligible, the Applicant will receive an email indicating as such and the site will have to be added, but as an Active site this time. All subsequent activities (e.g., Employment Verification) must be followed.

STEPS

1. Applicant selects State/Territory/Region/Province and/or enters a Zip Code.
2. System will display search results when Applicant selects State/Territory/Region/Province.
3. Applicant can further filter facilities by entering the zip code of their site.
4. In this scenario, the employment site will not be displayed, as it does not exist in the BMISS database.
5. Applicant will check the 'Employment location not found?' Checkbox and answer the questions in the Site Not Found Request.
6. Applicant must add a Point of Contact and Save the POC, when requested.
7. Applicant will Submit the information to initiate the Location Not Found request.
8. After receiving the decision by Program, the Applicant will either add the newly Active site (upon approval) or remove the request of the request is denied.

Employment location not found? (Optional)

☒ Check this box if your site is not listed in the search results.

Add Sites
Cancel

SITES ADDED

LOCATION NAME ↑↓	ADDRESS ↑↓	HPSA SCORE ↑↓	LOCATION ID ↑↓	
Cumberland Mountain CSB - Main Office Building A	113 Cumberland Rd, Cedar Bluff, VA 24609-4609	19	4425272326	Remove

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

Site Not Found Request

First Name Emma	Last Name Stone	Email Address Not Available
Discipline Nurse Practitioner	Specialty Family	Application ID 2025793934

Location Name

Address Line 1

Address Line 2 (Optional)

State/ Territory/ Region/ Province Virginia	City Fairfax	ZIP Code 22030
Site/CSF Type (Optional) Select...	Profit Status (Optional) Select...	

Point of Contact Information Add POC

NAME ↑↓	PHONE NUMBER ↑↓	EMAIL ↑↓	
John Smith	Not Available	test1@gmail.com	Remove

Submit Cancel

Location Not Found Request Status

LOCATION NAME ↑↓	ADDRESS ↑↓	STATUS ↑↓	
TEST DMV Health Care TEST	12345 Medical Center Drive Fairfax VA 22030	Submitted and Under Review	Cancel

Location Not Found Request Status table.

BUSINESS REQUIREMENTS

- System shall allow Applicant to continue to the next card if they select the Site Not Found checkbox.
- The Site Not Found checkbox should automatically uncheck if the user has answered "Yes" that all their sites have been added after successfully adding at least one eligible site.

PROFESSIONAL INFORMATION | EMPLOYMENT VERIFICATION

Within the Employment Verification (EV) card of the online application, employment facility Points of Contact (POCs) are required to answer questions regarding the Applicant's current or future employment information. Applicants will not be able to view the information submitted by the Facility POC upon submission of their application. Based on the answers provided by the Facility POC, an Applicant may be deemed ineligible upon submission. If this occurs and the Applicant believes it is incorrect, the Applicant will be able to edit their application, cancel the existing EV, and re-initiate a new one.

Employment Verification

Section 3 of 5

To begin the Employment Verification process, select "Initiate" next to the site information below. The Point of Contact(s) for your place(s) of employment will receive an email instructing them to verify your employment by logging into the Program Portal for Site Points of Contact. For detailed information about the site, including the Points of Contact on file, click on the site name below. **You are responsible for ensuring that your site Point(s) of Contact has submitted the employment verification form on your behalf by the April 24, 2025, 7:30 PM EDT application deadline.**

If any of your Employment Verifications (EVs) are identified as "Unverified", it means that your Site POC(s) indicated that you do not work at the site. Please reach out to your Site POC(s) to resolve the issue, or remove the site and add the site where you are employed.

Once you have submitted your application you will have the ability to review the responses made by your employer. Instructions for viewing your application and the Employment Verification responses are provided once you submit your application. For additional information regarding the employment verification process see the [Nurse Corps Loan Repayment Program Employment Verification FAQs](#).

CURRENT REQUESTS

SITE NAME ↑↓	VERIFICATION TYPE ↑↓	DATE CREATED ↑↓	STATUS ↑↓	ADDITIONAL SITE POINT OF CONTACT WORK EMAIL ↑↓	ACTIONS
Cumberland Mountain CSB - Main Office Building A	Application	Not Available	Not Started	dstreet@cmcsb.com	Initiate verification

<< < 1 > >>

STEPS

1. Facility(s) selected by the Applicant in the Facility Search card will be listed in the Employment Verification table.
2. Applicant clicks the facility name to review the address, phone number, and point of contact for their employed facility(s).
3. Applicant can initiate individual EVs by clicking **Initiate verification** next to the appropriate facility.
4. Applicant can cancel individual EVs by clicking **Cancel verification** next to the appropriate facility.
5. Applicant selects **Continue** button once they have initiated their EV(s).
6. Applicant may navigate to the Professional Information card without initiating EV(s), as there may be cases where the Applicant's facility is not listed in the system and the Facility Not Found Request is under review.
7. Applicant is directed to the Professional Information card.

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

Employment Verification

Section 3 of 5

To begin the Employment Verification process, select "Initiate" next to the site information below. The Point of Contact(s) for your place(s) of employment will receive an email instructing them to verify your employment by logging into the Program Portal for Site Points of Contact. For detailed information about the site, including the Points of Contact on file, click on the site name below. **You are responsible for ensuring that your site Point(s) of Contact has submitted the employment verification form on your behalf by the April 24, 2025, 7:30 PM EDT application deadline.**

If any of your Employment Verifications (EVs) are identified as "Unverified", it means that your Site POC(s) indicated that you do not work at the site. Please reach out to your Site POC(s) to resolve the issue, or remove the site and add the site where you are employed.

Once you have submitted your application you will have the ability to review the responses made by your employer. Instructions for viewing your application and the Employment Verification responses are provided once you submit your application. For additional information regarding the employment verification process see the [Nurse Corps Loan Repayment Program Employment Verification FAQs](#).

CURRENT REQUESTS

SITE NAME ↑↓	VERIFICATION TYPE ↑↓	DATE CREATED ↑↓	STATUS ↑↓	ADDITIONAL SITE POINT OF CONTACT WORK EMAIL ↑↓	ACTIONS
Cumberland Mountain CSB - Main Office Building A	Application	2/16/2025, 7:08 PM ET	Pending	dstreet@cmcsb.com	Cancel verification

<< < 1 > >>

HISTORICAL REQUESTS

SITE NAME ↑↓	DATE CREATED ↑↓	STATUS ↑↓	OTHER POC EMAIL ↑↓
Cumberland Mountain CSB - Main Office Building A	2/16/2025, 7:07 PM ET	Cancelled	dstreet@cmcsb.com

<< < 1 > >>

to begin the Employment verification process, select "Initiate" next to the facility(s) listed below. The Point of Contact(s) (POC)

Cumberland Mountain CSB - Main Office Building A

×

Site Address

113 Cumberland Rd, Cedar Bluff, VA 24609

Site Email

8D9A1B6486A994552A@EXAMPLE.com

Site Phone

(000) 000-0000

POINTS OF CONTACTS

NAME	PHONE	EMAIL	STATUS
Donita Street	0000000000	B68C682F7FB0C03C61@EXAMPLE.com	Active
Cristy Pruitt	0000000000	8D9A1B6486A994552A@EXAMPLE.com	Active

Close

BUSINESS REQUIREMENTS

- The system shall generate an Employment Verification (EV) request for each facility successfully added on the Facility Search card.
- If no facilities have been added, the Employment Verification card will not populate any EV's to initiate at this time, the Applicant will be able to hit **Continue** button on the EV card to proceed to the next card and the rest of their application.
- An EV request will not be generated for facility found ineligible on the Facility Search card.
- System shall require Applicant to cancel an EV before trying to delete a facility if an EV has been initiated for that facility.
- The system shall display EV status as "Not Started" until the Applicant initiates the EV.
- The system shall display EV status as "Pending" once the EV is initiated.
- Once the Facility Point of Contact (PCO) completed the EV, the system shall display EV status as "Completed".
- If the Facility POC indicated that Applicant does not work at the facility, the system shall display EV status as "Unverified".
- Applicant can reinitiate "Unverified" EV status.
- The system shall disable initiate button if EV status is "Pending" or "Completed".
- Applicant can cancel completed EV.
- For any cancelled EVs, the system shall display them in the "Historical Requests" table.
 - System shall display EVs with status of "Cancelled" and "Completed Cancelled".
- The system shall deem employment verification section complete when all EV(s) in the Employment Verification table are complete.
- To delete a facility from "Sites Added" table, Applicant must cancel any EVs that are "Pending" or "Completed".

PROFESSIONAL INFORMATION | PROFESSIONAL INFORMATION

The Professional Information card consists of questions about the Applicant's information related to their NPI Number, if one exists, and their telehealth services, if they exist.

STEPS

1. Professional Information card will display on the Professional Information page.
2. Applicant will enter their NPI Number if one exists.
3. Applicant will see the Telehealth card upon selecting **Continue** button if all required fields are entered.

Professional Information

Section 4 of 5

Do you have an individual NPI Number? (Optional) 

Forgot your NPI Number? Find your NPI by visiting the [NPI Registry](#)

☒ Yes ☐ No

NPI Number

1234567890

BUSINESS REQUIREMENTS

- The system shall require Applicant to answer all the required fields.
- The system shall require Applicant to enter their National Provider Identifier (NPI) if they select “Yes” to “Do you have an individual National Provider Identifier Number?”
 - The system shall accept an NPI that is maximum of 10 characters consisting of numbers only.
 - Letters and/or special characters will not be accepted by the system.
 - If Applicant completely deletes their NPI and continues to the next card, the previously deleted NPI will not be saved.
 - Applicant may search their NPI number if they forgot their NPI number through <https://npiregistry.cms.hhs.gov/search>

PROFESSIONAL INFORMATION | TELEHEALTH

The Telehealth card consists of completely optional questions about the Applicant’s telehealth information.

STEPS

1. Applicant answers required fields on the prior cards.
2. Applicant clicks **Continue** button on the Professional Information Card.
3. Telehealth card will appear on the Professional Information page.
4. Applicant will be directed to the Loan Information page on selecting **Save & Continue** button if all required fields are entered on the Professional Information page.

Telehealth

Section 5 of 5

Telehealth is the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications.

Do you or will you personally provide some form of telehealth in your clinical practice?

(Optional) ?

☒ Yes ☐ No ☐ I don't know

When providing telehealth

Other



What percentage of your clinical practice is/will be spent providing telehealth services?

I don't know



Telehealth – Yes, Provide Telehealth

Telehealth

Section 5 of 5

Telehealth is the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications.

Do you or will you personally provide some form of telehealth in your clinical practice?

(Optional) ?

☐ Yes ☒ No ☐ I don't know

Telehealth – No, Does Not Provide Telehealth

Telehealth

Section 5 of 5

Telehealth is the use of electronic information and telecommunications technologies to support and promote long-distance clinical health care, patient and professional health-related education, public health and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications.

Do you or will you personally provide some form of telehealth in your clinical practice?

(Optional) ?

☐ Yes ☐ No ☒ I don't know

When providing telehealth

I am the clinician at the originating site whose patient is receiving the consult/care



What percentage of your clinical practice is/will be spent providing telehealth services?

10-24%



Telehealth – I Don't Know

BUSINESS REQUIREMENTS

- System shall allow Applicant to proceed to the “Loan Information” page if they skip the Telehealth section since the section is optional.
- System shall not display additional Telehealth sub-questions if they select “No” to the question “Do you or will you personally provide some form of telehealth in your Substance Use Disorder Employment?”
- System shall display additional Telehealth sub-questions if they select either “Yes” or “I don’t know” to the question “Do you or will you personally provide some form of telehealth in your Substance Use Disorder Employment?”
- System shall require Applicant to complete the following additional Telehealth sub-questions if “Yes” or “I don’t know” is selected.
 - When providing telehealth
 - What percentage of your clinical practice is/will be spent providing telehealth services?

LOAN INFORMATION

The Loan Information page captures the loan data that an Applicant will submit with their Nurse Corps Loan Repayment Program application. If an Applicant has a National Student Loan Data System (NSLDS) account and wishes to submit federal loans as part of their NC LRP application, they will have the option to retrieve and submit their federal loans. Applicants also can manually add non-federal loans to their application, or to enter federal loan data manually as well. The steps to retrieve loans using the NSLDS and/or to add loans manually are listed below.

Loan Information

All fields are required unless marked Optional

In this section, you will be required to add the loans that you want approved for repayment under the Nurse Corps Loan Repayment Program. To expedite this process, you may import your federal student loan(s) from the U.S. Department of Education's Student Aid Summary (commonly known as a "Federal Student Aid Summary") directly into the online application. For loans imported from the Federal Student Aid Summary, no supporting documents are required. After importing, you will be given the option to indicate which imported loans you would like to be considered for repayment.

You can manually enter loans that are not covered in the Federal Aid Summary (e.g., private education loans) along with supporting documents. Any loans that do not appear in your Federal Aid Summary account must be added to your application manually. Please do not manually enter loans that you have imported. If you attempt to manually add a loan but receive an error message, check if the loan is a duplicate to one that you have imported. If not, check the loan data and try to enter it manually again.

LOAN INFORMATION | ELECTRONIC LOAN INFORMATION

Applicant has a National Student Loan Data System (NSLDS) account and wishes to submit federal loans as part of their NC LRP application, they can retrieve electronic loans through the Department of Education.

Find Your Recommended Loan Approach

Section 1 of 2

Do you have federal loans?



Yes



No

Recommended Loan Upload Process For You

If Yes, for federal loans we recommend the electronic upload process. To expedite the process you can import your federal student loans by selecting "Continue" then selecting the "Log into Your Student Aid Account" button.

Note: If you have both federal and private/commercial loans you may utilize both processes to complete the upload of all of your loans. You may also opt to add federal loans manually.

STEPS

1. Applicant clicks **LOG INTO YOUR STUDENT AID ACCOUNT** button.
2. Applicant is direct to the Department of Education's Federal Student Aid login page and logs in using their Federal Student Aid (FSA) ID.
3. Applicant will be automatically redirected to their NC LRP application after authentication.
4. If NSLDS authentication and retrieval is successful, Applicant's loan(s) will display in the "Electronic Loans" table.
 - a. Applicant can view a read-only version of their loan details by clicking the View button next to each loan electronically retrieved.
 - b. Applicant will have to confirm their PLUS loan on the loan details page by clicking the Edit button next to the PLUS loan electronically retrieved.
 - c. Note: The social security number and date of birth entered on the Personal Information page of the application must match the social security number and date of birth on file with the Department of Education.
5. Applicant may update loans previously retrieved from NSLDS by clicking the **Update all Electronic Loans** button.
 - a. Applicant will be direct to the Department of Education's Federal Student Aid log-in page and logs- in using their FSA ID as detailed in Step 2.
6. Applicant can remove electronically retrieved loans by clicking the **Remove All Electronic Loans** button and confirming selection on pop-window.
7. Applicant can (optionally) indicate which electronic loans to consider for their debt/salary ration by checking the Include for Consideration checkbox in the first column in the loans table.

Add Your Loans

Section 2 of 2

Important Note: If you experience any technical difficulties, please contact the Bureau of Health Workforce's Customer Care Center at 1-800-221-9393 (TTY: 1-877-897-9910) Monday through Friday (except federal holidays) from 8:00 AM to 8:00 PM ET. If you are unable to resolve your technical difficulties or concerns in time to submit your complete application prior to April 24, 2025, 7:30 PM EDT, the application deadline, please enter your loans manually. The period for submitting applications will not be extended due to difficulties with submitting your loans.

Electronic Loans

To Access Your Federal Student Loan(s) use the "Log into Your Student Aid Account" button below. You will be directed to the Department of Education's Federal Student Aid login page and required to log in using your Federal Student Aid ID. If you have any questions about your Federal Student Aid, please visit: <https://studentaid.gov/fsa-id/sign-in/landing>

Please note, the Department of Education's Federal Student Aid system now requires two-factor authentication. If you have not already set up a two-factor authentication method, you will be instructed on how to do so at their website.

After successfully logging in to Federal Student Aid, you will be automatically directed back to your application with your loans displayed below. Once your loans have been imported, please ensure all loans you wish to submit are listed and selected. You may also select the "Return to Source" button from the Federal Student Aid ID Login screen at any time.

Having issues accessing your loans?

A Federal Student Aid ID is a username and password that you must use to log in to certain U.S. Department of Education websites. Your Federal Student Aid ID identifies you as someone who has the right to access your own personal information on ED websites such as <https://studentaid.gov/>.

The U.S. Department of Health & Human Services web service connecting to the Federal Student Aid website only supports the current FSA ID login. If you have any questions about your ID or do not have an ID and would like to create one, visit [Federal Student Aid ID](#)

If you would like to enter loans manually, select the "Manually Enter Your Loans" button below.

Log into Your Student Aid AccountManually Enter Your Loans

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

The image displays two sequential screenshots of the Federal Student Aid login process in a web browser.

Left Screenshot: HHS Log-in | Federal Student Aid

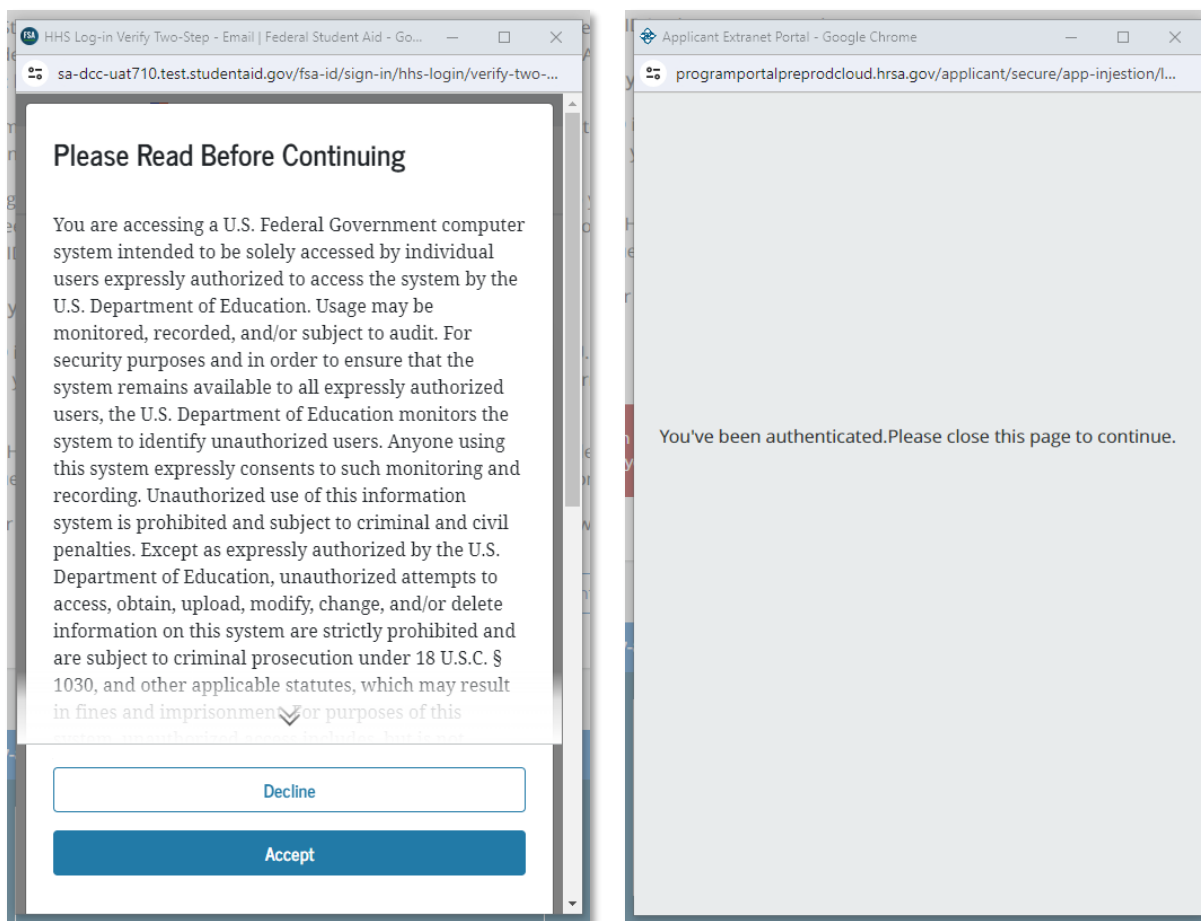
- Browser address bar: `sa-dcc-uat710.test.studentaid.gov/fsa-id/sign-in/hhs-login?app_id=HR...`
- Page header: "An official website of the United States government."
- Navigation: "FederalStudentAid" logo and "Update My Account" link.
- Link: "< Return to HRSA Application"
- Log In** section with a double arrow icon.
- Text: "After logging in, you will be automatically returned to your Health Resources and Services Administration (HRSA) application."
- Form fields: "Email, Phone, or FSA ID Username" and "Password".
- Buttons: "Log In" (blue) and "Show Password" (text).
- Links: "Forgot My Username" and "Forgot My Password".

Right Screenshot: HHS Log-in Two-Step Verification | Federal Student Aid

- Browser address bar: `sa-dcc-uat710.test.studentaid.gov/fsa-id/sign-in/hhs-login/verify-two...`
- Page header: "An official website of the United States government."
- Navigation: "FederalStudentAid" logo and "Update My Account" link.
- Two-Step Verification** section.
- Text: "You have the following two-step verification methods enabled. Select one to complete verification."
- Email Verification** section with an envelope icon.
- Text: "to *****@ed.gov"
- Button: "Send Code" (blue).
- Link: "Help me access my account" with a dropdown arrow.

Department of Education's Federal Student Aid Login Window

Bureau of Health Workforce
NC LRP Internal Online Application User Guide



Department of Education's Federal Student Aid Login Window Continued

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

ELECTRONIC LOANS

Update all electronic loans

Remove all electronic loans

Last Requested Date 2025-02-16-09.51.45.819

☒ INCLUDE FOR CONSIDERATION	LOAN #	NAME ↑↓	ACCOUNT# ↑↓	BALANCE ↑↓	SCHOOL ↑↓	DATE ↑↓	
☒	1	DIRECT STAFFORD SUBSIDIZED	208109117X001APXXXXXX	\$0.00	Florida State College at Jacksonville	2014-06-01	View
☒	2	DIRECT STAFFORD UNSUBSIDIZED	208109117X002APXXXXXX	\$12,625.00	UNIVERSITY OF VIRGINIA	2014-06-01	View
☒	3	DIRECT PLUS GRADUATE	208109117X003APXXXXXX	\$0.00	ALABAMA AGRICULTURAL & MECHANICAL UNIVERSITY	2015-06-01	Edit
☒	4	DIRECT PLUS PARENT	208109117X004APXXXXXX	\$8,585.00	EVEREST COLLEGE - EVEREST INSTITUTE - BENSALEM	2015-06-01	Edit
☒	5	DIRECT CONSOLIDATED UNSUBSIDIZED	208109117X005APXXXXXX	\$8,585.00	SCHOOL CODE FOR CONSOLIDATION LOANS	2015-06-01	View
☒	6	DIRECT CONSOLIDATED SUBSIDIZED	208109117X006APXXXXXX	\$8,585.00	SCHOOL CODE FOR CONSOLIDATION LOANS	2015-06-01	View
☒	7	DIRECT UNSUBSIDIZED (TEACH)	208109117X008APXXXXXX	\$3,030.00	Florida State College at Jacksonville	2014-06-01	View
☒	8	DIRECT CONSOLIDATED SUBSIDIZED (SULA ELIGIBLE)	208109117X009APXXXXXX	\$8,585.00	SCHOOL CODE FOR CONSOLIDATION LOANS	2015-06-01	View
☒	9	FEDERALLY INSURED (FISL)	208109117X010APXXXXXX	\$12,625.00	UNIVERSITY OF VIRGINIA	2015-06-04	View
☒	10	FEDERAL PERKINS	208109117X011APXXXXXX	\$8,585.00	UNIVERSITY OF VIRGINIA	2015-11-08	View
☒	11	FFEL STAFFORD SUBSIDIZED	208109117X012APXXXXXX	\$0.00	ALABAMA AGRICULTURAL & MECHANICAL UNIVERSITY	2015-06-03	View
☒	12	FFEL SUPPLEMENTAL LOAN (SLS)	208109117X013APXXXXXX	\$12,625.00	University of Phoenix	2015-06-01	View
☒	13	FFEL STAFFORD UNSUBSIDIZED	208109117X014APXXXXXX	\$0.00	University of Phoenix	2015-06-04	View

Manually Enter Your Loans

Electronic Loans – Electronic Retrieved Successfully

ACCOUNT# 208109117X003APXXXXYY

Name of servicing lender : DEPT OF ED/NELNET, AMERICAN EDUCATION SERVICES
Original date of the loan : 2015-06-01
Original amount of the loan : \$5,000.00
Current balance (Principal & accrued Interest) : \$5,050.00
Current balance as of Date : 2016-06-01
Type of Loan : DIRECT PLUS GRADUATE
Is this loan in default? : No
Interest Rate : 4.00%

Was this loan taken out for your dependent child enrolled at least half-time at a school that participated in the Direct Loan Program?

☐ Yes (This loan is ineligible for LRP consideration.)
☐ No (This Loan is eligible for LRP Consideration, the applicant took out the loan for themselves.)

Close Save

12 DIRECT CONSOLIDATED SUBSIDIZED 208109117X006APXXXXYY \$8,585.00 4.23%

Electronic Loans – Federal PLUS Loan Question

BUSINESS REQUIREMENTS

- System shall require at least one loan (Electronic or Manual) to be added to continue the application.
- System shall not require Applicant to retrieve loans electronically.
- System shall check to see if Applicant has already manually added federal loans and not display the “Log-into your Student Aid Account” button.
- System will deactivate the “Log-into your Student Aid Account” button and display a notice if the Applicant is using Internet Explorer version 11 or lower.
- The Department of Education's Federal Student Aid system now requires two-factor authentication.
- System shall redirect Applicant to their application and prompt data exchange between Health & Human Services and Department of Education when user successfully authenticates.
- System will verify an Applicant's date of birth and social security number matches what the Department of Education has on file.
- If the data exchange was not successful due to incomplete NSLDS data, the system shall display the following message “Certain loan information needed to successfully transmit from the NSLDS to your online application was incomplete. Please reach out to the NSLDS and try again - OR - add your loans manually”.
- System shall display federal loans electronically retrieved under a table titled “Electronic Loans”.
- System will require Applicant to answer an additional question on the loans details page for all electronic Federal PLUS loans.
- System shall require user to re-authenticate with the Departments of Education to update electronic loans.
- System shall require Applicant to confirm their decision to remove loans via a pop-up window.
- System shall direct Applicant to Loan Details page if **Manually Enter Your Loans** button is selected from Loan Information page.

ELECTRONIC LOANS

Update all electronic loans

Remove all electronic loans

Last Requested Date 2025-02-16-09.51.45.819

☒ INCLUDE FOR CONSIDERATION	LOAN #	NAME ↑↓	ACCOUNT# ↑↓	BALANCE ↑↓	SCHOOL ↑↓	DATE ↑↓	
☒		Remove All Loans Are you sure you want to remove all your loans retrieved from NSLDS? Cancel Remove			Florida State College at Jacksonville	2014-06-01	View
☒					UNIVERSITY OF VIRGINIA	2014-06-01	View
☒					ALABAMA AGRICULTURAL & MECHANICAL UNIVERSITY	2015-06-01	Edit
☒	4				DIRECT PLUS	208109117X004APXXXXYY	\$8,585.00

Electronic Loans – Remove Electronic Loans

Log into Your Student Aid Account

Manually Enter Your Loans

✕ Error

Certain loan information needed to successfully transmit from the U.S. Dept. of Education to your online application was incomplete. Please add your loans manually. For further support, contact the BHW Customer Care Center at 1-800-221-9393.

Electronic Loans – Electronic Retrieval Failed

PLUS Loans

In order to complete the electronic upload process use the "Edit" link(s) above to confirm that the PLUS loan was taken out on behalf of a child

Electronic Loans – Federal PLUS Loans Alert

LOAN INFORMATION | MANUAL LOAN INFORMATION

The Loan Information is the details page that captures additional loan data that the Applicant will submit for each manual loan they will submit with the application.

Please note: If an Applicant submits all loans using their NSLDS login and does not manually add any loans to their application, they will not have access to the loan information page.

Find Your Recommended Loan Approach

Section 1 of 2

Do you have federal loans?

☐ Yes
☒ No

Recommended Loan Upload Process For You

If No, for private or commercial loans we recommend the manual upload process. You can add your loans by selecting "Continue" then selecting the "Manually Enter Your Loans" button.

STEPS

1. Applicant clicks **Manually Enter Your Loans / Add Loan** button.
2. Applicant is directed to Add Manual Loan Details page.
3. Applicant enters in all required fields.
 - a. Name of current servicing lender (select from drop down)
 - b. Type of loan (select from drop down)
 - c. Loan account number
 - d. Original date of loan
 - e. Original amount of loan
 - f. Current balance and date (Principle & accrued interest)
 - g. As of (enter date)
 - h. Is loan in default?
 - i. Is loan under federal judgment?
 - j. Purpose of loan
 - k. Name of the school this used was used to attend.
 - l. Is the loan consolidated?
4. If Applicant selects "Other" for current servicing lender, the Applicant will be prompted to complete the following fields:
 - a. Servicer Name
 - b. Lending Institution phone number
 - c. Lending Institution fax number
5. If the Applicant selects "Yes" to "Is this loan in default?" or "Is this loan under Federal Court Judgment?" the Applicant will be required to enter the date of default/judgment.
6. If the Applicant selects "Yes" to "Was this loan sold?" the Applicant will be required to provide the name of the original servicing lender.
7. If the Applicant selects "Yes" to the question "Is this a consolidated loan?" the Applicant will be required to enter the following information:
 - a. Number of loans consolidated.
 - b. Original account number for each loan that was consolidated.
 - c. Original date of each loan included in the consolidation.
 - d. Original amount of each loan included in the consolidation.

8. Applicant will be able to upload Loan Documents.
9. Applicant will be required to upload all the required Loan Supporting documents for their manually entered loans to be complete.
 - a. Applicant will be prompted to upload an Account Statement if Applicant indicated “Type of Loan” was.
 - i. Private
 - ii. Federal loan
 - b. Applicant will be prompted to upload NSLDS Aid Summary Detailed Information if Applicant indicated “Type of Loan” was Federal.
 - c. Applicant will be prompted to upload Disbursement Report if Applicant indicated “Type of Loan” was Non-Federal.
 - d. Applicant will be prompted to submit a Consolidated Loan Document if Applicant answered “Yes” to “Is this a consolidated loan?”
10. Applicant clicks **Save** and is directed to the Loan Information page.
11. All manually added loans will be displayed in the “Manually Loans” table.
12. Applicant can add another loan, edit/remove an existing manual loan, or click **Save & Continue** to be directed to the Documents page.

Add Manual Loan

You have elected to add your qualifying education loans to your application manually. This method is required for adding ALL loans that are NOT federal student loan(s). If you have elected to add your federal student loan(s) using this method you must not attempt to add them using the electronic import method, or you will receive an error message which will put you at risk of missing the application deadline. You are strongly encouraged to read the Nurse Corps Loan Repayment Program and Application Guidance before adding your loans.

Include all qualifying education loans. Please exclude letters, special characters (i.e., \$, %), and commas when entering outstanding loan balances and interest rates. If you have multiple loans with the same servicer/lender, you must enter each loan separately.

To add your loans successfully, retrieve, scan and upload the current account statements from your loan servicers and the Federal Student Aid Summary Detailed Information from your FSA online account or a disbursement report for any private loans, for each loan.

When entering your loan information manually, you must enter loan information and supporting documentation for each servicing lender that you wish to be considered for repayment.

Supporting Documents

- Account Statement (Both private and federal) - Most recent statement from your lender/servicer that has your name, current loan balance and interest rate. This may be the official paper version, or a printed web version, that is scanned, uploaded, and not older than 30 days from the date you will submit your application.
- The Federal Student Aid Summary Detailed Information (Federal Loans) - Most recent summary detailed information taken from your Federal Student Aid account. This may be the official paper version, or a printed web version, that is scanned and uploaded.
- Disbursement Reporter Promissory Note (Non-federal loans) - A copy of the document provided by your lender/servicer that outlines the details of your loan agreement, including your name, the date the loan was obtained, the purpose of the loan, account numbers, and the loans included in a consolidation (if applicable).
- Consolidated Educational Loans - Consolidations that are submitted for repayment have the same documentation requirements as single loans. However, the loan origination and/or disbursement reports you upload must include a listing of all of the loans that make up the consolidation. This is necessary to verify that all of the loans within the consolidation qualify for repayment. If there are any loans within the consolidation that do not qualify, then the entire consolidation will be deemed ineligible.

For each field completed below, the supporting documents must verify the information you have entered.

MANUAL LOANS						Add a new manual loan	
NAME ↑↓	ACCOUNT ↑↓	BALANCE ↑↓	SCHOOL ↑↓	DATE ↑↓	SUBMITTED ALL REQUIRED DOCS ↑↓		
Citibank	11122233344 55	\$87,456	University of Maryland	04/05/2010	YES	 Remove	 Edit

BUSINESS REQUIREMENTS

- All manual loan fields are required unless indicated “Optional”.
- System shall allow account number to be alpha – numeric and allow special characters.
- System shall not allow “Current Balance as of Date” to be prior to “Original Date of Loan”.
- System shall not allow Applicant to enter a “Current Balance as of Date” more than 30 days prior to current date.
- System shall not allow Applicant to enter a “Current Balance as of Date” after the present date.
- If loan is consolidated, “Original Date of Loan” must be prior to all “Original Date of Loan” for all consolidated loans.
- If loan is in default/under court judgment “Original Date of Loan” must be prior to Date of Court Judgment/Date of Default.
- System shall require Applicant to submit a Consolidated Loan Document, if “Yes” to Consolidated Loan
- System shall require Applicant to submit the “Required Loan Supporting Document” for each loan.
- System shall allow Applicant to continue to next section without uploading all or any required loan documents.
- Loan page status will be “In Progress” until all required documents have been uploaded for each loan and Applicant will not be able to submit application.
- System shall not allow Applicant to enter "Date of Judgement" after the current date.
- System shall not allow Applicant to enter "Date of Default" after the current date.
- System shall not allow Applicant to enter "Original date of the loan" after the current date.
- System shall not allow Applicant to enter "Original date of the loan" after the Current balance (Principal & accrued Interest) "as of" date.
- If Applicant selects the type of loan which falls under Federal category loans, system will not display **Log into Your Student Aid Account** button.
- Applicant shall not be required to upload any or all loan documents at the time of loan upload.
 - However, Applicant will be required to upload all documents prior to submission.
- Applicant can add another loan, edit/remove an existing manual loan, or click **Save & Continue** to be directed to the Documents page

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

Name of current service lender Select... 		
Type of loan DIRECT PLUS CONSOL... 	Loan account number 	Original date of the loan 
Original amount of the loan 	Current balance (Principal & accrued Interest) 	As of 
Was this loan taken out for your dependent child? ☐ Yes ☐ No		
Is this loan in default? ☐ Yes ☐ No		
Is this loan under federal court judgment? ☐ Yes ☐ No		
Was this loan sold? If you are unsure, ask your servicing lender ☐ Yes ☐ No		
Purpose of loan Select... 	Name of the school this loan was used to attend 	
Is this a consolidated loan? ☒ Yes ☐ No	How many loans do you have in this consolidation loan? 1 	
Loan account number 	Original Date of Loan 	Original loan amount
Required Documents • Account Statement • Federal Student Aid Summary Detailed Information • Consolidated Educational Loans		
Important Note: Uploaded documents will not be saved to your application until you select "Save" at the bottom of the screen. Please ensure you select "Save" to save your document upload progress before navigating away from the page and/or application process. Loan documents must be official and obtained directly from the lender/servicer. Copies of website versions are acceptable. You are encouraged to save your documents as .PDF files before uploading to your application. You should not attempt to upload documents larger than 5MB, or files formatted as TIFF, JPG, JPEG, PNG, HEIC, and TXT. In addition, HRSA must be able to review the details of your loan documents clearly. Submitting pictures, password protected, and incomplete or illegible documents will disqualify the loan. All information provided in the documents and online application must match exactly. Any disparities will cause your loan to be deemed ineligible. All document uploads will be time-stamped in Eastern Time (ET).		

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

Uploaded Documents

Select or Drop File Here

Test Upload.pdf 532.961 kb

Select document type

☐ Account Statement

☐ Federal Student Aid Summary Detailed Information

☐ Consolidated Loan Supporting Document

Comment (Optional)

Enter a description or purpose of the document

Upload

Cancel

Loan Documents

DOCUMENT TITLE↑↓	DOCUMENT FILE↑↓	DATE UPLOADED↑↓	COMMENT
Account Statement	Account Statement.pdf	2/16/2025, 10:14 PM ET	Remove

Cancel

Save

Manual Loans – Federal Loan Document Types

Was this loan taken out for your dependent child?

☒ Yes ☐ No

i Ineligible for LRP

This loan is ineligible for LRP consideration.

Manual Loans – Federal PLUS Alert Message

Uploaded Documents

Select or Drop File Here

Test Upload.pdf 532.961 kb

Select document type

☐ Account Statement

☐ Disbursement Report

☐ Consolidated Loan Supporting Document

Comment (Optional)

Enter a description or purpose of the document

Upload

Cancel

Loan Documents

DOCUMENT TITLE↑↓	DOCUMENT FILE↑↓	DATE UPLOADED↑↓	COMMENT
Account Statement	Account Statement.pdf	2/16/2025, 10:26 PM ET	Remove

Cancel

Save

Manual Loans – Private Loan Document Types

DOCUMENTS

The Documents page allows the Applicant to upload their required documents. Please note that some of the documents displayed on the Supporting Documents page appear dynamically, based answers provided on the online application (see business requirements below).

Documents

All fields are required unless marked Optional

You are encouraged to save your documents as .PDF files before uploading to your application. You should not attempt to upload documents larger than 5MB, or files formatted as HEIC. In addition, HRSA must be able to review the details of your application documents clearly. Submitting pictures, password protected, and incomplete or illegible documents will disqualify your application from consideration. All information provided in the supporting documents and online application must match exactly. Any disparities will cause your application to be deemed ineligible. All document uploads will be time-stamped in Eastern Time (ET).

Required Documents

- Proof of U.S. Citizenship, National or Permanent Resident with a non-conditional [Permanent Resident Card](#) (green card), current passport, birth certificate, nationalized citizenship certificate copy of Permanent Resident Card (green card)
- Authorization to Release Information – [Please download the document here](#), sign, and upload below.
- Nursing License

Additional Supporting Documents

- Women's healthcare nurse practitioner certification from the NCC
- Certification in OB/GYN specialties from the NCC and/or ANCC
- Verification of Existing Service Obligation/Member of Reserve 
- Certification from the ANCC to practice as an APRN in a behavioral or mental health capacity.
- Psych NP Certification
- Additional Supporting Document

Proper Use of Award

 For use by Former Nurse Corps Loan Repayment Program Participants ONLY!

For use **only** by Former Nurse Corps Loan Repayment Program Participants.

Example: If you were disbursed \$50,000 in 2016 and completed your service in 2018, you are required to upload documentation verifying that you paid \$50,000 to the loans that were approved for repayment within that contract obligation period.

If you are not able to provide documentation at the time you submit your application that clearly verifies that you paid the entire amount within that contract period to the loans that were approved, your application will be disqualified during review and you will not be eligible for participation in Nurse Corps programs indefinitely.

STEPS

1. Applicant selects the **Select or Drop File Here** button to select the document they would like to upload.
2. Applicant browses to find the document they will upload.

Bureau of Health Workforce

NC LRP Internal Online Application User Guide

3. Applicant selects the document type(s) they would like to upload.
4. Applicant enters an optional comment and selects **Upload** button.
5. Applicant will repeat steps above for all required documents.
6. Applicant clicks **Save & Continue** button.
7. Applicant is directed to the Review Page.

Upload

FILE REQUIREMENTS

- Save your documents as .PDF files before uploading to your application.
- Do not attempt to upload documents larger than 5MB, or files formatted as HEIC.
- Select the document type(s) you would like to upload (you may select more than one document type when uploading a multi-page PDF).

Important Note: Uploaded documents will not be saved to your application until you select "Save and Continue" at the bottom of the screen. Please ensure you select "Save and Continue" to save your document upload progress before navigating away from the page and/or application process.

Uploaded Documents

Select or Drop File Here

Test Upload.pdf 532.961 kb

Select document type

☐ Proof of U.S. National - Naturalization Certificate

☐ Proof of U.S. National - Naturalization Citizen Document

☒ Verification of Existing Service Obligation/Member of Reserve Document

☐ Authorization to Release Information

☐ Nursing License

☐ Additional Supporting Document 1

☐ Additional Supporting Document 2

☐ Additional Supporting Document 3

☐ Additional Supporting Document 4

Comment (Optional)

Enter a description or purpose of the document

Upload

Cancel

Uploaded Documents

DOCUMENT TITLE↑↓	DOCUMENT FILE↑↓	DATE UPLOADED↑↓	COMMENT
Proof of U.S. National - Naturalization Certificate	Proof of US Citizenship.pdf	2/16/2025, 10:39 PM ET	N/A

Remove

Loan Documents

SERVICING LENDER ↑↓	ACCOUNT NUMBER ↑↓	DOCUMENT TITLE ↑↓	DOCUMENT FILE ↑↓	DATE UPLOADED ↑↓	COMMENT
Citibank	1112223334455	Account Statement	Account Statement.pdf	2/16/2025, 10:41 PM ET	
Citibank	1112223334455	Disbursement Report	Disbursement Report.pdf	2/16/2025, 10:41 PM ET	

BUSINESS REQUIREMENTS

- All Applicants are required to upload the following documents.
 - Proof of U.S. Citizenship, U.S. National or Lawful Permanent Resident
 - Authorization to Release Information
 - An Active Health professional license showing the expiration date, certificate, or registration.
 - Nursing License
- System shall require the Applicant to upload a “Verification of Existing Service Obligation/Member of Reserve Document” if Applicant answered “Yes” to Existing Service completed prior to submission at the Eligibility page.
- System may require the Applicant to upload a “Women’s healthcare nurse practitioner certification from the NCC” if Applicant indicated their specialty was in Women’s Health Care/OG-GYN.
- System may require the Applicant to upload a “Certification in OB/GYN specialties from the NCC and/or ANCC” if Applicant indicated their specialty was in Women’s Health Care/OG-GYN.
- System shall require the Applicant to upload a “Certification from the ANCC to practice as an APRN” if Applicant indicated their License Type was Registered Nurse.
- System shall allow Applicant to upload documents up to 5 MB in size.
- System shall only allow Applicant to upload documents with file name consist of letters (a-z), dash (-), or underscore (_).
- System shall enable ability to delete documents after Applicant has uploaded the document(s).
- System shall allow Applicant to override a previous documents upload.
- The document comment is optional.
 - If a comment is entered for an uploaded document, system shall display the comment in the Document Review.

Bureau of Health Workforce

NC LRP Internal Online Application User Guide

 These required documents are missing.

- Proof of U.S. National - Naturalization Certificate
- Proof of U.S. National - Naturalization Citizen Document
- Verification of Existing Service Obligation/Member of Reserve Document
- Authorization to Release Information
- Nursing License

Required Documents Alert Message

REVIEW

The Review page displays a summary of the sections that make up the online application and the status of each section. It allows the applicant to verify if any sections are complete or not complete. It also prevents the applicant from submitting their application if any of sections are not complete.

Review

All fields are required unless marked Optional

APPLICATION ID: 2025793934

Please review each of the sections listed below prior to submitting your application.

Important Note: Do not submit your application until you are certain it is complete. After submission, your final application will be available to review, download, and edit. We recommend that you print a copy (PDF) from the submitted page for your records. All supporting documents will be listed on the submitted page for your records.

If after submitting your application and supporting documents there are changes you would like to make to your application including re-initiating an Employment Verification, you may edit and resubmit your application by the application deadline, April 24, 2025, 7:30 PM EDT. Applications not resubmitted by the deadline will not be accepted.

STEPS

1. Applicant reviews the status of the sections they have completed.
2. Applicant agrees to the review acceptance.
3. Applicant will be directed to Certify and Submit page upon selecting the review acceptance checkbox and clicking the **Certify to Submit** button.

Review Summary

Welcome	Completed
Eligibility	Ineligible
Personal Information	Completed
Education Information	In Progress
Professional Information	In Progress
Loan Information	Completed
Documents	Completed

Review Acceptance

- ☒ I certify that the information given in this application, including supporting documentation uploaded into this application, is accurate and complete to the best of my knowledge and belief. I understand that it may be investigated and that any willfully false representation is sufficient cause for rejection of this application, or if awarded under the Nurse Corps Loan Repayment Program, that I am liable for repayment of all awarded funds and that any false statement herein may be punished as a felony under U.S. Code, Title 18, Section 1001 and subject me to civil penalties under the Program Fraud Civil Remedies Act of 1986 (31 U.S.C. 3801-3812), and HHS implementing regulations under 45 C.F.R. Part 79.

Cancel

Certify to Submit

BUSINESS REQUIREMENTS

- All pages and all required fields must be completed for the Applicant to navigate to the Certify and Submit page.
- The following sections can have an "In Progress" status when Applicant has already completed the page:
 - Professional Information: Applicant cannot continue to Certify and Submit page if the following occurs: 1) Site not found is requested; 2) "No" to "Have you listed each site where you work or will begin working?"; 3) Employment Verification is initiated and not yet completed by a Site POC.
 - Loan Information: Applicant cannot continue to Certify and Submit page if the Manual Loan documents are not uploaded.
- The system shall display a validation error message if the Applicant has not added all their employment location(s).
 - Message: Please ensure that all of your sites are listed under the Professional Information, Sites Added, section before submitting your NC LRP application.
- The system shall display a validation error message if EV(s) are not completed.
 - Message: Please ensure that you have completed the Professional Information, Employment Verification, section before continuing your NC LRP application.
- The system shall display a validation error message if required loan document(s) are not uploaded.
 - Message: Please ensure that you have completed the Loans section before submitting.
- The system shall display a validation error message if required documents are not uploaded.
- Applicant must check the Review Acceptance checkbox to be allowed to continue to the Certify and Submit page.
- If the Applicant navigates away from the Review page or updates a page previously completed with 'Save & Continue', the system shall reset the Review Acceptance checkbox.

CERTIFY AND SUBMIT

The Certify & Submit page is the last page of the application. The Applicant must agree to all certifications to successfully submit their Nurse Corp (NC) Loan Repayment Program (LRP) application.

STEPS

1. Applicant reads each certification.
2. Applicant indicates that they agree by selecting each checkbox.
3. Applicant selects **Submit** button.

Certify and Submit

Certification Regarding Debarment, Suspension, Disqualification and Related Matters Form

Pursuant to 2 CFR 180.335 (2006) as implemented by 2 CFR 376.10 (2007), an applicant applying to enter into a covered transaction (which includes an application to participate in the Nurse Corps Loan Repayment Program) is required to notify the federal agency office if the applicant knows that he or she:

- Is presently debarred, suspended, excluded, or disqualified from participation in covered transactions by any Federal agency or department;
- Within the 3-year period preceding the application, has been convicted of, or had a civil judgment rendered against him or her for any of the following offenses:
 - Commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or a contract under a public transaction;
 - Violation of federal or state antitrust statutes;
 - Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, tax evasion, receiving stolen property, making false claims, or obstruction of justice; or
 - Commission of any other offense indicating a lack of business integrity or business honesty that seriously and directly affects his/her present responsibility
- Is presently indicated or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with the commission of any of the offenses set forth above; or
- Within a 3-year period preceding the application, has had any public transaction (federal, state, or local) terminated for cause or default.

☒ I certify that none of the above statements apply to me.

Authorization for Disclosure of Financial Information:

- ☒ Pursuant to the Right to Financial Privacy Act of 1978 (RFPA) (12 USC 3404) and the Fair Credit Reporting Act (FCRA), having read the [statement of my RFPA rights](#), I hereby authorize government agencies, financial institutions and credit bureaus to release financial records and/or credit reports to the HHS for the purpose of assessing and verifying loan amounts, history of honoring prior legal obligations and eligibility of the educational loans for payment under the HHS. This authorization is valid until September 30, 2025, and may be revoked in writing at any time before my records are disclosed. *
- ☒ To assess my eligibility to participate in the Nurse Corps LRP and, if I am selected to participate in the Nurse Corps LRP, to determine my compliance with the Nurse Corps LRP service requirements, I hereby authorize HHS, and/or its contractors, to release the following information to my current, former, or future employer(s) or the health care facility or school of nursing where I work as an RN or nurse faculty: my name, social security number and other information necessary to identify me. *
- ☒ This authorization will take effect on the date that I sign and submit my Nurse Corps Loan Repayment Program application. If I become a participant in the Nurse Corps LRP, this authorization shall remain in effect until the date my Nurse Corps LRP obligation, including any extension of the obligation pursuant to a continuation contract, has been fulfilled or this authorization is revoked by me in writing. If I do not become a participant in the Nurse Corps LRP, this authorization shall remain in effect until September 30, 2025. *

Bureau of Health Workforce
NC LRP Internal Online Application User Guide

CERTIFY BY CHECKING THE BOX NEXT TO THE STATEMENTS:

- ☒ I certify that I have read and understood the appropriate Application and Program Guidance(s) for the program to which I am applying for an [FY 2025 contract Nurse Corps Loan Repayment Program](#).
- ☒ I certify that my credit report is unlocked, available to be pulled and reviewed as part of this application.
- ☒ I certify that all of the information that I have provided in this application and required supplemental documents is true.

[Back](#)

[Submit](#)

BUSINESS REQUIREMENTS

- The system shall require that Applicant has responded to each certification question to be able to proceed.
- The system shall not allow application to be submitted after the application deadline.
- The system will clear the Certify and Submit page if Applicant navigates to another section of the application prior to submitting their application.
- If Applicant responds “Yes” to the Eligibility page question, “Are you a uniformed service member or member of the reserve corps?”, then the system shall require Applicant to certify that they are in the armed services on the Self-Certify Page by selecting the checkbox “I certify that I am a Reserve Component of the Armed Forces or National Guard.”
- The system shall require Applicant to enter a correct password to submit the application successfully.

SUBMITTED APPLICATION

After the Applicant submits their NC LRP application, they will be directed to the Nurse Corp (NC) Loan Repayment Program (LRP) Submitted landing page. The Applicant will see an application status of “Submitted” or “Submitted – Ineligible.” If any of the responses on the online application deem an Applicant ineligible, the status upon submission will be “Submitted – Ineligible.” On the Submitted landing page, the Applicant will have the ability to edit their application and download both the application response PDF report and the Facility POC employment verification response PDF report.

STEPS

1. Applicant is directed to the Submitted landing page upon a successful application submission.
2. Applicant can download their Application Summary Report in PDF from the submitted screen.
3. Applicant can edit their application by clicking Edit your Submitted Application button.
4. Applicant can withdraw their application by clicking Withdraw your Application button. [See Withdraw for additional steps.](#)
5. There are several possible reasons why Applicant may be found ineligible. Some common reasons that Applicants are found ineligible upon submission include, but not limited to:
 - a. The Applicant has an existing service obligation that has not been completely satisfied on or before the submission date of the application.

2024 Nurse Corps Loan Repayment Program Application

Submitted Application

Hello NCLRP Applicant,

You have submitted your fiscal year 2024 Nurse Corps Loan Repayment Program online application and all required documents. It is important to keep your contact information accurate and up to date and be responsive to all communications in a timely manner. If updates are necessary, please make the appropriate changes on the [Account Settings](#) page.

Application Status	Application ID
Submitted	2024953695

[Edit your Submitted Application](#)[Withdraw your Application](#)

[Download Application PDF](#)[Download Employment Verification Responses](#)

To edit your application or upload additional documentation, you may do so prior to the application deadline, January 28, 2024, 10:59 PM EST, by clicking the Edit your Submitted Application button. If the deadline has passed, the contents and status of your application is final and cannot be edited.

Important Note: By selecting the Edit your Submitted Application button, you will reset the application status back to “In Progress.” You must repeat the process to resubmit your application prior to the application deadline January 28, 2024, 10:59 PM EST, even if changes were not made. If you do not resubmit your application by the application deadline, your application cannot be reviewed. You can view a read-only copy of your full application, without the need to resubmit, by clicking the Download Application PDF button.

Applicants may **withdraw** their application at any time prior to the contract being countersigned by the Secretary of HHS or their designee. To withdraw, applicants must click the “Withdraw your application” button if they are no longer interested in having their applications considered. If after withdrawing their application, applicants wish to have it considered again, they may log into their application until January 28, 2024, 10:59 PM EST, and select “Undo Withdrawal”. Applicants must complete the steps to resubmit their application prior to the application deadline.

[Return To Application Portal Home](#)

BUSINESS REQUIREMENTS

- Applicant can view the Submitted landing page upon a successful application submission.
- Applicant can download their Application Summary Report and Download Employment verification responses both in PDF form from the submitted screen.
- There are several possible reasons why an Applicant may be found ineligible. Some common reasons that Applicants are found ineligible upon submission include, but not limited to:
 - The Employment Verification (EV) submitted by the Applicant's facility point of contact (POC) indicated that they do not meet the required work hours per week to be eligible for an award.
 - If Applicant's license has expired prior to the submission deadline.
 - The EV submitted by one or more of the Applicant's Facility POCs indicates that Applicant does not have an unrestricted license.
 - The EV submitted by the Applicant's Facility POC indicated that their employment start date is after the deadline of the NC LRP Application submission date/cycle close date.
 - Applicant did not receive a degree or complete their residency on or before the submission date of the application.
 - Applicant has an existing service obligation that has not been completely satisfied on or before the submission date of the application.
- System shall display **Edit your Submitted Application** button when Application Cycle is open.
- System shall not display **Edit your Submitted Application** button when Application Cycle is close.
- System shall display **Download Application PDF** hyperlink.
- System shall display **Download Employment Verification Responses** hyperlink.
- System shall display **Withdraw your Application** when Application Cycle is open.
- System shall not display **Withdraw your Application** when Application Cycle is close.
- Applicant shall be able to withdraw their application during "Under Review" process.
- Applications with "Submitted Ineligible" will not see **Withdraw your Application** button.

After the Applicant submits their NC LRP application, they will be directed to the Nurse Corp (NC) Loan Repayment Program (LRP) Submitted landing page. The Applicant will see an application status of “Submitted” or “Submitted – Ineligible.” If any of the responses on the online application deem an Applicant ineligible, the status upon submission will be “Submitted – Ineligible.” On the Submitted landing page, the Applicant will have the ability to edit their application and download both the application response PDF report and the Facility POC employment verification response PDF report.

1. From the Submitted landing page, Applicant clicks the **Edit your Submitted Application** button.
2. The system will be directed to the Welcome page.
3. The Applicant can navigate to any section of their application to make the necessary edits.
 - a. If Applicant wishes to cancel a completed Employment Verification (EV), they must follow the instructions outline in [Professional Information | Employment Verification](#) section of the user guide to re-initiate the EV(s) and have the EV(s) completed by the Applicant's Facility POC(s).
 - b. If Applicant wishes to change the Facilities added, they must first cancel a completed EV, then they must follow the instructions outline in [Professional Information | Employment Verification](#) section, search and add a site and continue with the Employment Verification to re-initiate the EV(s) and have the EV(s) completed by the Facility POC(s).
4. Once Applicant has made their edits, they must click 'Save & Continue' at the bottom of the page where edits were made to properly capture and save the edits.
5. Once all edits are completed and saved, Applicant will navigate to the Review page to check the Review Acceptance checkbox once again on the Review page.
6. Applicant navigates to the Certify & Submit page to complete all certifications.
7. Applicant enters their password.
8. Applicant selects 'Submit' and is directed to the Submission landing page.

Update changes on the Account Settings page

Edit Application

You will need to resubmit your application once you choose to "Edit Application". If you click "Cancel", no changes will be made to your application.

Cancel

Edit Application

BUSINESS REQUIREMENTS

- The Applicant will not be able to edit their application after the application cycle closes.
- An Applicant must successfully resubmit their application by the application deadline, otherwise their application will not be considered for a NC LRP award.

WITHDRAW SUBMITTED APPLICATION (PRIOR TO APPLICATION DEADLINE)

If an Applicant would like to withdraw their application after submission, they may do so prior to the application deadline.

STEPS

1. Applicant selects **Withdraw your Application** button from the application submitted landing page.
2. Applicant selects **Cancel** button to exist the Withdraw Application pop up modal and no action is taken.
3. At the Withdraw Application pop up modal, Applicant selects **Withdraw** button to withdraw their application.
4. Applicant is directed to Withdrawn submitted landing page.

Application Status Submitted	Application ID 2023425100
Edit your Submitted Application	Withdraw your Application
Download Application PDF	Download Employment Verification Responses

Withdraw Application

You have indicated that you are no longer interested in being part of this application cycle. By selecting the Withdraw button below, your application will be removed from consideration and is no longer eligible for award. If the application cycle has passed, there is no way to undo this action. If this is not correct, you may go back to the Submitted landing page by closing this pop up.

[Cancel](#) [Withdraw](#)

2024 Nurse Corps Loan Repayment Program Application

Withdrawn Application

Hello NCLRP Applicant,

You have withdrawn your application from the 2024 application cycle for the Nurse Corps Loan Repayment Program. Your online application has been removed from consideration and is no longer eligible for an award.

Application Status Withdrawn	Application ID 2024953695
---	-------------------------------------

[Undo Withdraw](#)

[Return To Application Portal Home](#)

BUSINESS RULES

- The applicant may withdraw their application by clicking on the **Withdraw your application** button and then a popup module will display.
 - If the applicant decides to withdraw their application, then their status will be updated to 'Withdrawn', the popup window will close and navigate the user to a withdrawn page.
 - The applicant will only be able to withdraw their application if they are in any of the following statuses:
 - SUBMITTED_REVIEW_NOT_STARTED
 - SELECTED_FOR_REVIEW
 - REVIEW_INELIGIBLE
 - REVIEW_INCOMPLETE
 - UNDER_QUALITY_REVIEW
 - UNDER_EXCEPTION_REVIEW
 - AWAITING_SCORES_AWARD_AMOUNT
 - ELIGIBLE_COI
 - UNDER_REVIEW_VERIF
 - Only when the application cycle is open Applicant can undo their withdrawn application by selecting the **Undo Withdrawn** button. Applicant's status will then be updated from "Withdrawn" to "In Progress" and navigate the user to the Welcome page.
 - Applicant will need to resubmit their application (even if no edits or updates were made).
 - Note: All the information will be saved from the previous submit, but Applicant will need to select the certify and submit checkboxes prior to resubmitting.

PART 4 | RESOLVING ISSUES

1. For Technical Issues:

- a. **Production Support Process:** When a technical issue is encountered, e.g. Applicant cannot upload their Resume, the Customer Care Center should log the issue in the BMISS Issue Tracker. The NC LRP Application BMISS Hypercare team will monitor the BMISS Issue Tracker to define and resolve the issue. Once the issue is resolved, the Hypercare team will notify the Customer Care Center Analyst of the resolution.
- b. **Capturing Issues:** It is important to capture and log as much detail as possible. The BMISS Hypercare Support Team will need enough information to recreate the issue to solve the problem. Applicant details should include the following:
 - Applicant information: Full name, last four of SSN, email, phone number.
 - The exact NC LRP Online Application screen the Applicant was on when the issue occurred (screenshot if applicable).
 - The Web Browser the Applicant was using (e.g. Internet Explorer, Firefox, etc.).
 - The frequency of the issue (e.g. always, sometimes, etc.).

2. For Program Related Issues:

- a. **Division Support Process:** If an Applicant has a program question, the Customer Care Center will try to answer the problem by referring to the Application and Program Guidance. If the Customer Care Center is unable to answer the question, then the Applicant's question and information are recorded, and the Customer Care Center submits a ticket in the Escalation Management System (EMS). DNHSC analysts will answer the question, and the Customer Care Center responds back to the Applicant.
- b. **Online Application Program Issues:** For program/policy related questions, please submit a ticket in EMS.
- c. **Capturing Applicant Information:** The following Applicant information should be captured with as much detail of the issue as possible:
 - First and Last Name
 - Email Address
 - Phone Number
 - Last four digits of SSN
 - Section of Online Application the user was on when they encountered the problem
 - Detailed summary of the problem
 - Supporting Document (if applicable)