



SAMHSA-HRSA Center for Integrated Health Solutions

Building Behavioral Health Capacity through the National Health Service Corps



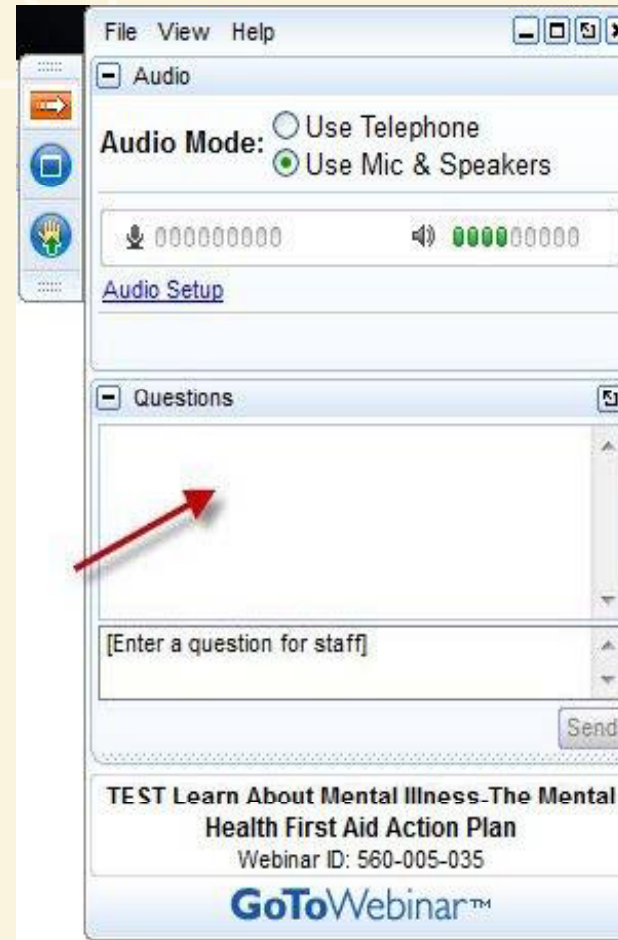
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To submit a question, please type your questions into the question box and we will address your questions.
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Office of Strategic Priorities**



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National Health Service Corps An Overview

Kimberly Kleine

Deputy Associate Administrator
Bureau of Clinician Recruitment and Service
HRSA

NATIONAL HEALTH
SERVICE
CORPS 



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Agenda

- Overview of the National Health Service Corps
 - Loan repayment program
 - Scholarship program
 - State Loan Repayment Program
 - NHSC-approved sites
- NHSC Site Policies
- Review of the site application process
- Affordable Care Act and Program Expansion
- What's new



The National Health Service Corps (NHSC)

- Builds healthy communities by supporting qualified health care providers dedicated to working in areas of the United States with limited access to care.
- Provides financial support to providers in the form of loan repayment and scholarship in exchange for working at NHSC-approved sites.
- Today is a network of more than 10,000 providers and 17,000 sites.



NHSC Loan Repayment Program

- Loan repayment for qualifying educational loans
- Primary Care Disciplines
- Clinicians complete their service obligation at NHSC-approved sites
- Up to \$170,000 of loan repayment funding for a 5-year service commitment
- Initial award of up to \$60,000 for 2 years full-time service; 1 year continuation contracts available
- Part-time Loan Repayment for 2-year and 4-year contracts
- Loan Repayment is Tax-free



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UP TO
\$60,000*
2 YEARS

UP TO
\$170,000*
5 YEARS

The full-time program offers up to **\$60,000*** in tax-free loan repayment for **2 YEARS** of service, and up to **\$170,000*** for a **5-YEAR** service commitment.

With continued service beyond 5 years, health care providers may be able to pay off all their student loans.

** Amounts may change; see Application and Program Guidance for each application cycle.*



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Providers receive loan repayment in addition to a competitive salary from their employers: NHSC-approved sites

1

Providers find a job at an NHSC-approved site

THEN →

2

Apply to the NHSC for loan repayment



Mental/Behavioral Health Provider service requirements

- Full-time providers (40 hrs/wk)
 - ✓ Minimum of 21 hrs/wk must be spent at the NHSC approved site
 - ✓ 19 hrs/wk can be spent in the inpatient setting (e.g. hospital or nursing home) or elsewhere (e.g., shelter) at the direction of the NHSC site
 - No more than 8 hrs/wk spent teaching AND
 - No more than 8 hrs/wk spent on administrative tasks
- Half-time providers (20-39 hrs/wk)
 - ✓ Minimum of 11 hrs/wk must be spent at the NHSC approved site
 - ✓ 9 hrs/wk can be spent in the inpatient setting (e.g. hospital or nursing home) or elsewhere (e.g., shelter) at the direction of the NHSC site
 - No more than 4 hrs/wk spent teaching and/or administrative tasks



NHSC Scholarship Program

- Competitive Program for eligible disciplines
- Pays tuitions, fees and other education expenses
- Service Obligation between 2 and 4 years
- Taxable Monthly Living Stipend - \$1,269 (FY 2011)
- Students must be enrolled in an accredited health professional program



**YEARS OF
SUPPORT**

=

**YEARS OF
SERVICE**

Scholars commit to serve in the Corps upon completion of their training — one year for each year of support (at least 2 years).



NHSC Supported Disciplines



Primary Care

- Physicians MDs/Dos
 - Family Medicine, Internal Medicine, Geriatrics Pediatrics, Psychiatrist & OB/GYN
- Nurse Practitioners
- Physician Assistants
- Certified Nurse Midwives

Oral Health

- Dentist
- Dental Hygienist

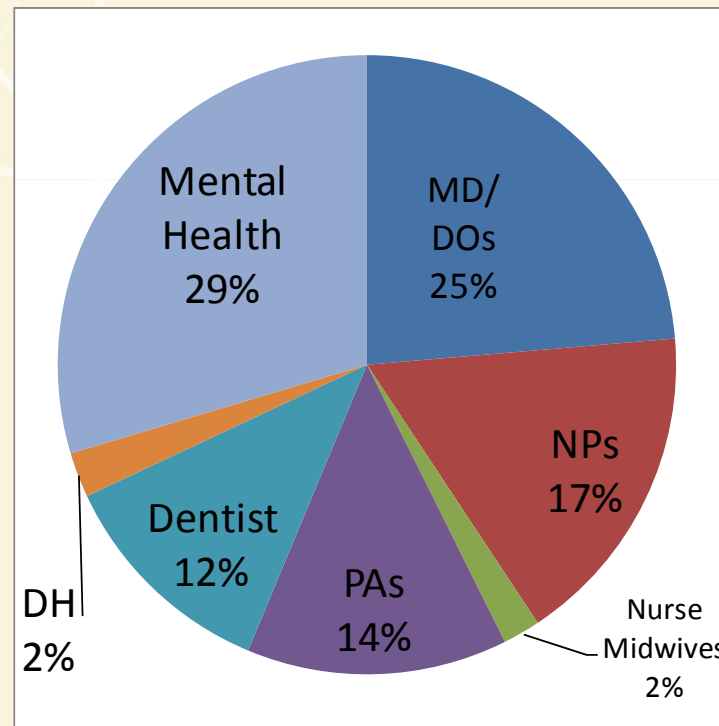
Mental & Behavior Health

- Health Service Psychologist
- Licensed Clinical Social Worker
- Licensed Professional Counselor
- Marriage & Family Therapist
- Psychiatric Nurse Specialist



NHSC Clinicians

NHSC Field Strength



State Loan Repayment Program

- Reviewing Administrative Flexibilities
 - Expansion of Disciplines
 - Expansion of Eligible Sites for Placement
- 2012 New Competition Planned
 - Opens – December 2011/January 2012
 - Closes – February/March 2012
 - 19 Awards Planned
- Matching Requirement – Alternative Funding Sources



NHSC Approved sites

- Located in a federally designated Health Professional Shortage Areas (HPSAs)
- Agree to Corps requirements:
 - ✓ See all patients regardless of ability to pay
 - ✓ Provide services on a discount fee schedule
 - ✓ Accept patients covered by Medicare, Medicaid, and the Children's Health Insurance Program
 - ✓ Documented sound fiscal management
 - ✓ Have capacity to maintain a competitive salary, benefits, and malpractice coverage package for providers



NHSC site Eligibility

- Be located in a designated Health Professional Shortage Area (HPSA)
 - ✓ Call State Primary Care Office for assistance getting a HPSA designation
- Demonstrate an affiliation with an outpatient, ambulatory care clinic
- Provide comprehensive primary care and related inpatient services
- See all patients, regardless of ability to pay
- Accept Medicare, Medicaid & Children's Health Insurance Program beneficiaries
- Utilize a sliding fee scale for low-income patients
 - ✓ Full discount for those below 100% of poverty
 - ✓ Schedule of discounts for those between 100% and 200% of poverty
 - ✓ The NHSC can provide you with examples



Recruit providers and residents dedicated to working where they are needed most

Post clinical vacancies on the NHSC online national recruitment database

Network with other NHSC-approved sites

Benefits of membership for sites

Receive community and site development assistance

Establish an integrated system of care that includes the uninsured and underinsured

Develop linkages with academic institutions and other organizations

NHSC site application process

- Applicant submits a site application online
 - ✓ Visit www.nhsc.hrsa.gov/communities and review the Service Site Guide
 - ✓ Determine if you are in a HPSA
 - ✓ Go to the “Apply” tab on the web site to begin the online application
- Primary Care Offices (PCOs) review applications and make a recommendation
- BCRS Regional Offices review and provide final recommendation



Affordable Care Act & NHSC

- Authorizes and appropriates \$1.5 billion for the NHSC through 2015.
 - FY2011: \$290 million
 - FY2012: \$295 million
 - FY2013: \$300 million
 - FY2014: \$305 million
 - FY2015: \$310 million



Expansion Brings New Opportunities

More Visibility & Understanding of the Corps



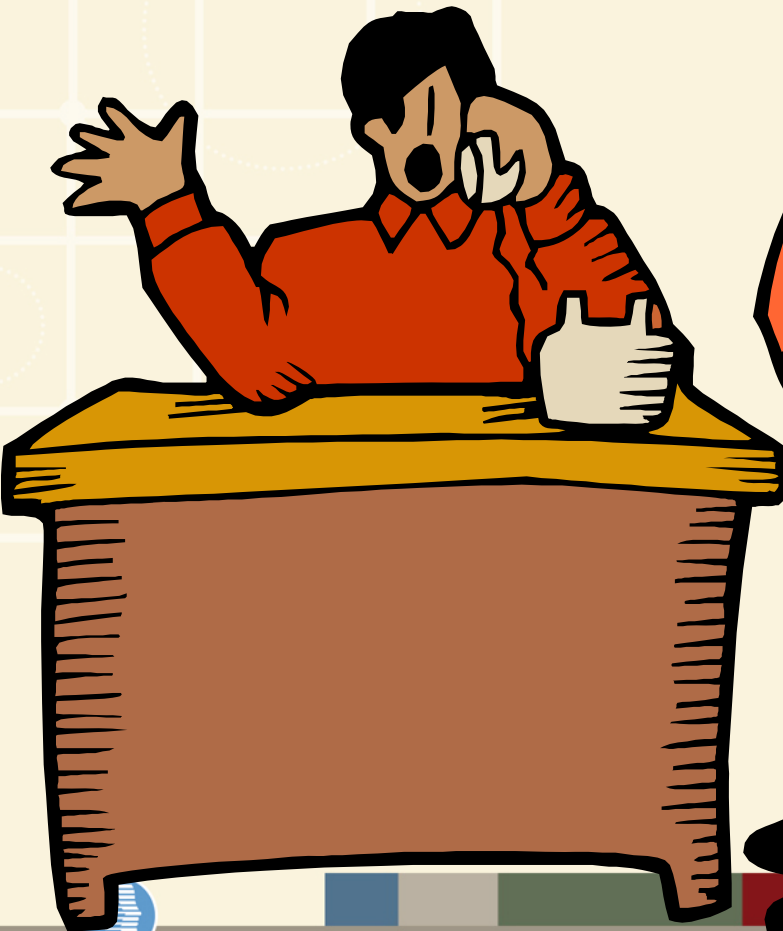
New Flexibilities

- Part-time Loan Repayment
 - 2 & 4 Year Options
 - Move from Full-time to Part-time Service
- Teaching Service Credit
 - Up to 8 hours per week
 - Up to 20 hours at Teaching Health Centers



CUSTOMER SERVICE

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NEW!

NHSC Site Portal

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The screenshot shows the NHSC Site Portal interface. At the top right, it says "Welcome, (User Name)". Below this is a navigation bar with "My Messages", "Account Settings", "Roles", and "Log Out". The main header area includes "BCRS PROGRAM PORTAL" and "for SITE ADMINISTRATORS". A breadcrumb trail shows "Home" and "Metlakatla Indian Community/Annette Island Service Unit".

Self-Service

- Manage Positions ▶
- View Clinician Roster ▶
- Manage Points of Contact ▶
- Update Site Information ▶

Site Information

Site Name	Status	Expiration Date
Metlakatla Indian Community	Active (A)	01/01/2099

Web Address	BCRS ID	DUNS#
	13642	

Need Assistance?

I NEED TO ...

- Ask a Question ▶
- Recertify ▶

CONTACT INFORMATION

ADDITIONAL SITE INFORMATION

MAIN/ADMINISTRATIVE SITE

At the bottom of the page, there are links for "My Messages", "Account Settings", "Log Out", "Site Application User Guide (1.9MB)", "Privacy Policy", and "Version DEVELOPMENT".

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NEW!

LEARN,
CONNECT,
AND SHARE

at *PrimaryCareForAll.org*,
a unique online tool for
National Health Service
Corps loan repayment
awardees and scholars.



- ✓ **ACCESS FREE, ONLINE CME/CEU COURSES.**
NHSC members have access to free continuing education courses, as well as other presentations, podcasts, and modules.
- ✓ **CONNECT WITH OTHER NHSC MEMBERS VIRTUALLY.**
A password-protected, secure location for NHSC members to connect via discussions and blogs.
- ✓ **SHARE AND VIEW HELPFUL RESOURCES.**
Best practice examples, tools and templates, links to research, and special file-sharing opportunities are offered.

PrimaryCareForAll.org is for you. The content you contribute will make the site more valuable. So login, participate, and tell us what you think.

If you have any questions about how to access your account, please contact admin@primarycareforall.org.



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Outreach & Communication

- Ambassador Re-launch – August 2011
 - Updated Ambassador Toolkit
 - Ambassador Tutorial – Fall 2011 Release
 - State-by- State Guide – Fall 2011 Release
 - <http://nhsc.hrsa.gov/ambassadors/>
- Website Redesign – October 2011
 - Expansion of Info for Current Members and Alumni
- NHSC Facebook – New Look
 - Stories from the Field



Stories from the Field

FEATURED MEMBER

Everol M. Ennis, MEd, APRN-BC

Nurse Practitioner
Community Health Services, Inc.
Hartford, CT



STORIES FROM OTHER MEMBERS

> Everol M. Ennis, MEd, APRN-BC –
Nurse Practitioner – Hartford, CT

> Rita Meadows, MSN, FNP – Family Nurse
Practitioner – Sussex County, DE

> Kristen Frank, MD – Family Physician –
Kodiak, AK

> Kim Espinoza, DDS – Dentist –
Albuquerque, NM



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How can NHSC impact behavioral health providers and integrated care sites?

Mimi McFaul, Psy.D.
Associate Director

Tamara DeHay, PhD
WICHE Mental Health Program



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Updated NHSC Resource Guide

- Updated National Council's NHSC Resource Guide (currently under review)
- This version includes how NHSC can be helpful to the national trend toward integrated care (behavioral health and primary care)
- Many agencies are unclear about eligibility and benefits – this document helps distill the information.



Why NHSC for Behavioral Health?

- Many Behavioral Health providers are located in Mental Health Professional Shortage Areas
- Recruiting Incentive
- Retention Mechanism
- Education and Networking resources available
- Multiple Disciplines are eligible



NHSC for Behavioral Health

- Limits on number of BH professionals per site have been raised
- Up to 36 per site may be supported by NHSC
- Higher HPSA scores= more BH clinicians supported
- Highest HPSA bracket (scores between 14-26) allows for up to 18 psychiatrists plus 18 other BH providers
- Lowest HPSA bracket (scores 0-9) allows for up to 12 psychiatrists plus 12 other BH providers



Eligible BH Professions

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



Why NHSC for Integrated Care Sites?

- Incentive for FQHCs who are automatically eligible to post job openings and provide loan repayment for behavioral health providers in these sites.
- A creative strategy for behavioral health agencies to recruit primary care providers OR for primary care agencies to recruit behavioral health providers (Note: The agency must have be in a designated Primary Care Professional Shortage Area AND a Mental Health Professional Shortage Area)



Please indicate which description best defines your organization:

- My organization is eligible to participate in the program
- I don't know if my organization is eligible to participate
- My organization is not eligible to participate
- We are not eligible, but are interested in becoming eligible
- None of the above



How to Get Started

Determine if you are located in a HPSA by entering your address in the [HPSA Locator](#) on HRSA's website.

Contact your [State Primary Care Office](#) (PCO). Your PCO will walk you through the application process and help answer any questions you might have.

Apply online at the NHSC web site. Review the NHSC Service Site Reference Guide (<http://www.nhsc.hrsa.gov/communities/>) for details about what it means to be an NHSC site before you begin the application process.



Not in a HPSA?

- Some sites may still be eligible for a facility HPSA designation
- Must serve a population HPSA as a large percentage of patients being seen
- Must be reasonably accessible to the HPSA population being served
- Must demonstrate insufficient capacity to serve needs of patients
- Contact State PCO to determine eligibility



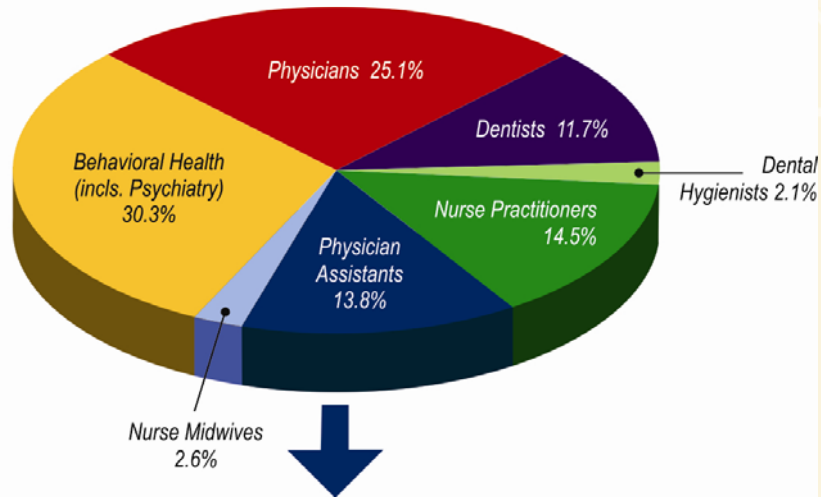
Nuances for BH Practice Settings

- Often, it is not obvious whether BH agencies are qualified practice settings
- Calling the State PCO can help to clarify
- Community Behavioral Health Organizations usually qualify under “clinic networks” in a mental health HPSA
- Remember: BH sites must be designated as a HPSA for the discipline(s) within which they wish to hire!

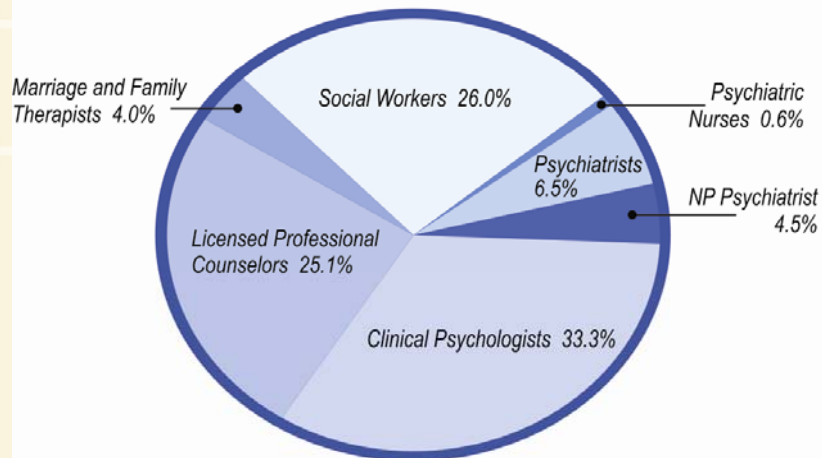


Distribution of Health Professions in NHSC

Source: 2010 NHSC Field Strength



Distribution of Behavioral Health Professions in NHSC



Substance Abuse Providers

- Substance Abuse organizations not typically eligible unless services are provided under umbrella of Mental Health or Primary Care services.
- Due to the fact that individuals receiving substance abuse services are not specifically categorized by HRSA as “underserved”
- Clinicians providing substance abuse services within an otherwise eligible site may be eligible for NHSC benefits- must be classified as one of the eligible provider types



- Agencies interested in applying to be an NHSC service site may obtain guidance and technical assistance with the application process by contacting NHSC at info@nhscrtsc.net or 1-877-313-1823.

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A NHSC Case Study in Clinical Recruitment & Retention

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Human Resources Manager

Linda Vogel
Clinical Supervisor



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BJC Behavioral Health

- An affiliated member of BJC Healthcare and accredited by the Joint Commission
- A community mental health center
- Serves the central & southern sections of St. Louis City and St. Louis, St. Francois, Iron and Washington Counties
- An administrative agent of the MO Department of Mental Health (DMH)



BJC Behavioral Health's Mission

- “To Improve the mental health and well being of the people and communities it serves”
- Realized through partnerships that create communities of hope, charged with opportunities for people from all walks of life to successfully build and pursue their dreams.



Populations Served

- Adults with Severe and Persistent Mental Illness
- Children with Serious Emotional Disturbances
- Persons in Acute Psychiatric Distress and Who are at Risk of Hospitalization
- Forensic Populations
- Over 6,900 Clients Served in 2010



Service Delivery Model

- Four Divisions: Central, North, South and Southeast
- Modified Continuous Treatment Team Model
- Extensive Contract Provider Network
- Evidenced Based Practices
 - Dialectical Behavioral Therapy
 - Integrated Dual Diagnosis Treatment
 - Trauma Focused – Cognitive Behavioral Therapy
 - Fidelity Wrap-Around for Families
 - Applied Suicide Intervention Skills Training
 - And More...



Key Workforce Highlights

- Total BJC Behavioral Health Workforce Average: 450
- Average Clinical Workforce: 291
- Rolling 12-Month Turnover Rate: 23.8%
- Electronic Medical Records Deployment – April, 2010
- Critical Positions for Service Delivery Model:
 - Clinical Supervisor (Masters-prepared, 2 years beyond licensure)
 - Case Manager (Masters-prepared, Licensed & Non-licensed)
 - Intake Specialist (Masters-prepared, Licensed)
 - Community Support Specialist (Bachelors-prepared)



BJC Behavioral Health Identified NHSC As An Evidenced Based Practice

- Contacted the Mo Primary Care Office to explore the appropriateness of an application for the Urban site. (December, 2009)
- Reviewed current state of workforce
- Collected data for application
- Submitted completed application (February, 2010)
- Received Approved NHSC Recruitment and Retention Site designation (May, 2010)



National Health Service Corps

- Two sites
 - St. Louis City (urban), approved 2010
 - Farmington (rural), approved 2005 and 2008
- St. Louis – 12 Providers (Physicians, Social Workers, Licensed Professional Counselors)
- Farmington – 3 Providers (Social Workers, Licensed Professional Counselors)



Workforce Impact

- Enhanced recruitment positioning as 'Employer of Choice'
 - Increased employment inquiries
 - Partnership branding with NHSC added value
- Provided balance for EMR rollout and minimized negative impact
- Decreased 'brain drain' with implementation of strengthened retention strategies
 - Retained key high performers
 - Enhanced total rewards package
 - Increased employee engagement
 - Positively affect turnover (22.8%)



Partnership Impact

“The partnership between BJC Behavioral Health and National Health Service Corps made a significant impact on my professional career as well as my personal life.”

- Linda Vogel, MSW, LCSW



Teddy Foster
Human Resources Manager
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Additional Resources

CIHS Webinars are archived 24 hours after the webinar has finished and saved on this page

www.centerforintegratedhealthsolutions.org/about-us/webinars

For additional information on the National Health Service Corps, please visit

www.centerforintegratedhealthsolutions.org/workforce



Questions

