

## **National Update of Auto-HPSAs and Online Portal FAQs**

*As of August 2019*

### **National Update of Auto-HPSAs**

#### **Q1: When will the updated scores be “live”?**

A1: All Auto-HPSAs were rescored as part of the national update of Auto-HPSAs on August 30, 2019. The updated HPSA scores posted on the HRSA Data Warehouse are “live” and will be used for the 2020 National Health Service Corps Loan Repayment Application Cycle.

#### **Q2: Is my organization required to keep the new Auto-HPSA score?**

A2: Yes. All Auto-HPSAs were rescored as part of the national update of Auto-HPSAs on August 30, 2019. The scores posted on August 30, 2019 replaced previously existing Auto-HPSA scores. Organizations may request a system or supplemental data rescore via the online Auto-HPSA Portal at any time.

\*Note: If you submit a rescore request, you are required to keep the new rescore.

#### **Q3: Can I appeal my organization’s scores?**

A3: You may submit a rescore request through the online Auto-HPSA portal.

#### **Q4: When will the scores be used for National Health Service Corps purposes?**

A4: The updated HPSA scores will be used for the 2020 National Health Service Corps Loan Repayment Program application cycle.

#### **Q5: Why aren’t the updated scores showing up in the Health Workforce Connector?**

A5: The updated scores will not appear in the Health Workforce Connector until the scores are available to be used for the National Health Service Corps Loan Repayment Program application cycle on February 1, 2020.

### **Auto-HPSA Online Portal and Auto-HPSA Rescores**

#### **Q6: How do I access the Auto-HPSA online portal?**

A6: If you already have a Bureau of Health Workforce (BHW) Portal Account (i.e., you are a National Health Service Corps (NHSC) or Nurse Corps site contact), please use your existing login credentials to log in here: <https://programportal.hrsa.gov/extranet/landing.seam>.

- Select “Auto- HPSA Point of Contact” from the A Site Point of Contact, Representative or PCO Section.
- Select “Login” BHW Portal Account Email and Password.
- You will be logged in to the Auto-HPSA portal Home Page.
  - A list of organizations for which you are responsible will be displayed.
  - You can also manage your account settings here.

- Login to the portal with your current credentials and make the changes from your account settings to the following:
  - Name,
  - Email Address,
  - Password

If you do not have a BHW Portal Account, you should have received an invitation email from BHW with the subject line “Create your BHW Portal Account”. You will need to register and activate your account before you are able to login. Please note the link to register will expire 7 days from receipt.

Once you have created an account, you can log in here:

<https://programportal.hrsa.gov/extranet/landing.seam>.

- Select “Auto- HPSA Point of Contact” from the A Site Point of Contact, Representative or PCO Section.
- Select “Login” BHW Portal Account Email and Password.
- You will be logged in to the Auto-HPSA portal Home Page.
  - A list of organizations for which you are responsible will be displayed.
  - You can also manage your account settings here.
    - Login to the portal with your current credentials and make the changes from your account settings to the following:

You can also contact the Customer Care Center at 1-800-221-9393 or email [GetHelp@hrsa.gov](mailto:GetHelp@hrsa.gov) for technical issues such as forgotten passwords and locked accounts.

**Q7: There are two types of rescors. Which type should I submit?**

A7: Please see the chart below for rescore information:

Selecting Rescore Type	
System Data Rescore	Supplemental Data Rescore
Rescore with system data only, using the latest data available in the system (including recent provider updates)	Rescore with supplemental and system data, updates only the data points affected by the data entered
Does <i>not</i> allow submission of supplemental data. Rescore based on: <ul style="list-style-type: none"> <li>• American Community Survey (ACS) 2016 5 year Data, including ACS 2016 American Indian Alaska Native (AI/AN) Alone Data (CT and ZCTA) (for ITU organizations)</li> <li>• ACS 2015 AI/AN in Combination with One or More Races Data (CT only) (for ITU organizations)</li> </ul>	Allows submission of supplemental data: <ul style="list-style-type: none"> <li>• <i>Organization</i> can submit the following data for a supplemental data rescore:               <ul style="list-style-type: none"> <li>○ Service Area Data (Non- UDS reporting facilities ONLY)</li> <li>○ Patient Demographics</li> <li>○ Fluoridation rate</li> <li>○ Alcohol misuse rate</li> <li>○ Substance misuse rate</li> <li>○ Supporting Documentation</li> </ul> </li> </ul>

<ul style="list-style-type: none"> <li>Centers for Disease Control (CDC) 2016 Data</li> <li>Census 2016 TIGER Geometry Data</li> <li>ESRI 2017 ArcGIS North America Tom Tom Data</li> <li>Uniform Data System (UDS) 2017 Data (for organizations using UDS data only)</li> <li>State Primary Care Office (PCO) Provider Data</li> </ul>	<ul style="list-style-type: none"> <li><i>State Primary Care Officers</i> submit and update the following data for a supplemental data rescore: <ul style="list-style-type: none"> <li>Fluoridation rate</li> <li>Alcohol misuse rate</li> <li>Substance misuse rate</li> <li>Site geo-location</li> <li>Nearest-Source of Care</li> </ul> </li> </ul>
Can be requested by you or your State Primary Care Office	Can be requested by you or your State Primary Care Office
Is automatically approved once submitted, system can take <b>up to 72 hours</b> to complete processing the request.	Requires review by HRSA Shortage Designation Branch, which can take <b>up to 90 days</b> .
Should be requested when there have been updates to system data sources (ACS, CDC, ESRI), UDS data, or provider data.	Should be requested when fluoridated water data, alcohol misuse data, substance misuse data, facility-specific data, and/or changes your Nearest Sources of Care are needed.

**Q8: When is the last time that I can submit data before the 2020 NHSC application cycle begins?**

A8: You may submit rescore requests through the online Auto-HPSA portal at any time. The last day to submit a rescore for guaranteed review prior to the 2020 NHSC application cycle is November 1, 2019.

To maximize the amount of time that you have to use the portal to request Auto-HPSA rescoring, we have pushed back the 2020 National Health Service Corps (NHSC) Loan Repayment Program (LRP) application cycle. The cycle will now open in February 2020, rather than January 2020.

**Q9: How long does a rescore take?**

A9: It depends on the rescore type.

- A system rescore can take up to 72 hours to complete processing once submitted.
- A supplemental data rescore requires HRSA's review. HRSA has 90 days to process the rescore.

**Q10: Is the organization limited in the number of rescoring that can be requested?**

A10: There are no limits to the number of rescoring you may request.

**Q11: Can the Primary Care Office (PCO) submit a rescore request on my organization's behalf?**

A11: PCOs can submit a rescore request on your organization's behalf.

- The PCO will submit a *system* data rescore request on your behalf, if they have made changes to the provider data in the system.
- The PCO will submit a *supplemental* data rescore on your behalf if they have made changes to:
  - Fluoridation rate
  - Alcohol misuse and/or substance misuse data
  - Nearest Source of Care
- PCOs cannot submit facility-specific data for your organization (i.e., patient counts by zip code, known patient poverty rate, and/or patient age data.)

**Q12: Can Federally Qualified Health Centers (FQHCs) and FQHC lookalikes submit facility-specific data to be rescored?**

A12: FQHCs or FQHC lookalikes that did not report 2017 Uniform Data System (UDS) data to HRSA in 2018, will have the ability to submit facility-specific patient data via the Auto-HPSA Portal.

FQHCs or FQHC lookalikes that reported UDS data in 2018 will not have the ability to enter facility-specific patient data via the Auto-HPSA Portal.

**Q13: How do I request a rescore based on my 2018 UDS data?**

A13: HRSA is currently working to add the 2018 UDS data to the Auto-HPSA Portal. As soon as the data are available within the Auto-HPSA Portal (anticipated in October 2019), you will have the ability to request a rescore through the Auto-HPSA online portal.

**Q14: Can State Primary Care Offices (PCOs) continue to make changes to the provider data?**

A14: As part of their cooperative agreement with HRSA, PCOs are required to continuously validate provider data.

**Q15: What should I do if the provider identified as the Nearest Source of Care (NSC) works for my organization?**

A15: Please contact your State Primary Care Office (PCO) and provide them with a letter on organization letterhead from your HR office listing the provider's Name and NPI number. The PCO will change the NSC and submit the letter to HRSA.