


ARIZONA PRIMARY CARE OFFICE:
**HEALTH PROFESSIONAL SHORTAGE AREAS
(HPSAS)
&
LOAN REPAYMENT PROGRAMS**

August 23, 2022





Welcome!



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OF HEALTH SERVICES



THE UNIVERSITY OF ARIZONA
MEL & ENID ZUCKERMAN COLLEGE OF PUBLIC HEALTH

Center for Rural Health



Webinar Tips & Notes

When you joined the webinar your phone &/or computer microphone was muted.

Use Zoom chat function to ask questions.

Please fill out the post-webinar survey.

Webinar recording to be posted on ATP website:

- <http://telemedicine.arizona.edu/webinars/previous>

Topics

- ✓ Designation of Arizona's healthcare workforce shortage areas (HPSAs)
- ✓ State and federal resources to support health professional service in disadvantaged communities

Speakers



Edith di Santo



Tracy Lenartz

Arizona Primary Care Office: Health Professional Shortage Areas (HPSAs) & Loan Repayment Programs

August 23, 2022

Edith Di Santo | Primary Care Office Chief
Tracy Lenartz | Shortage Designations Contractor



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Health and Wellness for all Arizonans

Arizona Primary Care Office

- To optimize the health of all Arizona residents by developing and strengthening systems services to expand access to primary care and other services ***with emphasis on the health needs of underserved people and areas***



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Goals

- Implement strategies for strengthening primary care and the health care delivery system
- Increase the number of providers and improve services in underserved areas
- Identify areas that need improved health services and assist with data collection for federal/state shortage designations (HPSAs)
- Support statewide partners and provide technical assistance



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Core Functions

- Administers:
 - Evaluation and data collection for the designation of
 - AZ Health Professional Shortage Areas (HPSAs)
 - Medically Underserved Areas/Populations (MUA/P)
 - Review of Sliding Fee Scales
 - Arizona State Loan Repayment Program
 - J1 Visa Program
 - National Interest Waiver Program
 - NEW workforce programs (will be effective on September 24, 2022)
 - HB 2863 (Accelerated Nursing Program & Behavioral Health Provider Loan Repayment Program)
 - HB 2691 (Nurse Education Investment Pilot Program & Preceptor Grant Program)
- Technical Assistance/Promotes Federal Programs in AZ:
 - National Health Service Corps (LRP, Scholarship & Site Registrations)
 - Nurse Corps (LRP & Scholarship)



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Shortage Designation 101

Purpose:

- Identify areas or populations as having a shortage of dental, mental, and primary health care providers/services

Types of Federal Designations:

- Medically Underserved Area (MUA) and Medically Underserved Population (MUP)
 - Primary Care only
- Health Professional Shortage Area (HPSA)
 - Primary Care, Dental, Mental Health



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Health Professional Shortage Areas

- HPSAs identify an area or population as having a shortage of providers.
 - Base requirement to qualify for state or federal programs aimed at increasing health workforce.
- HPSA scores (need) used for:
 - Funding Preference
 - Priority in Awards
 - Award Levels/ Amounts
 - Scholar Placement



HPSAs

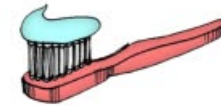
A shortage of:



Primary
Care



Mental
Health



Dental
Health

providers in a:



Geographic Area



Population
Group



Facility



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Types of HPSAs

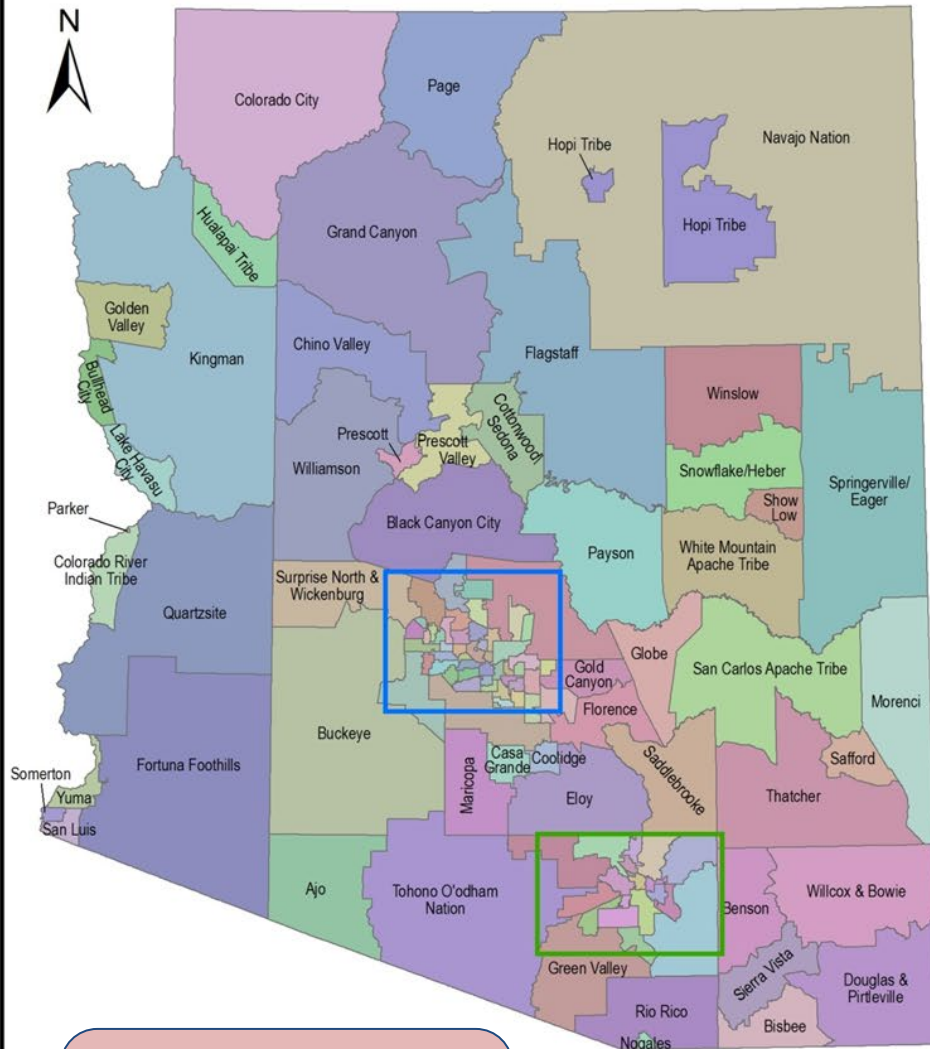
- Geographic
- Geographic with high needs (i.e. > 20% poverty)
- Population (i.e. Low Income)
- Facilities:
 - State and Federal Correctional Facilities
 - Some facility types are eligible for an **automatic** HPSA designation
 - Federally Qualified Health Centers (FQHCs) and Look-Alikes
 - Rural Health Clinics (RHCs) – must certify they see all regardless of ability to pay
 - Indian Health Service/Tribal



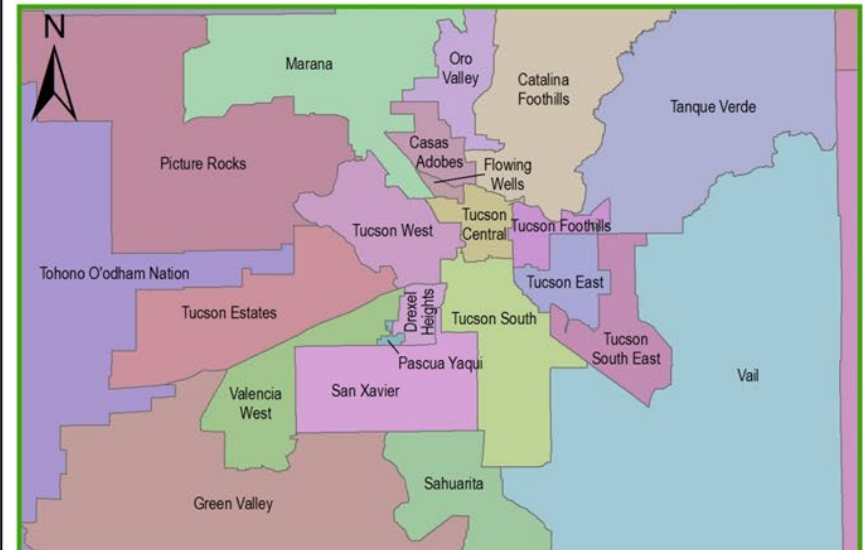
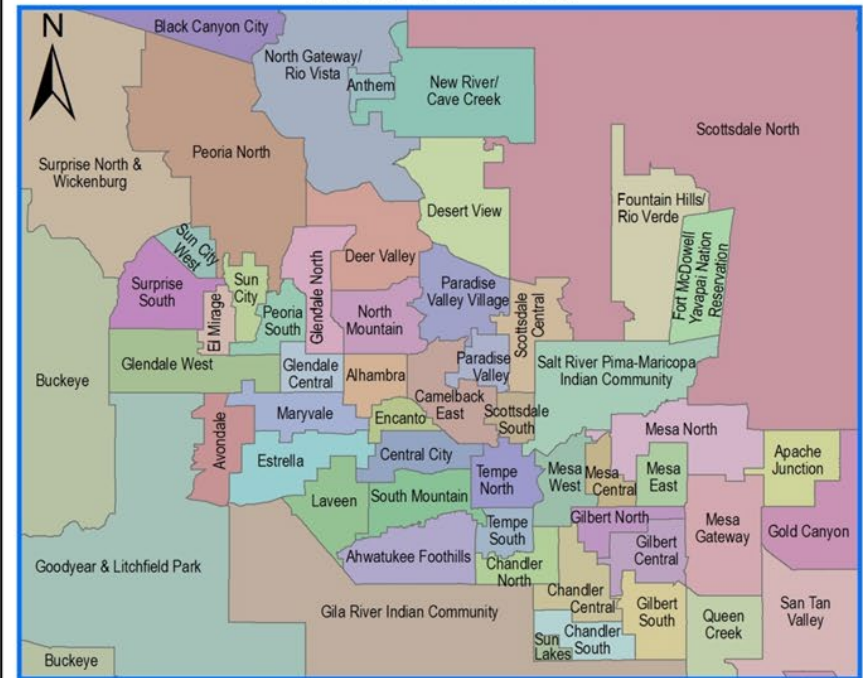
Geographic Area

- A rational service area - in Arizona we use an established **Primary Care Area** plan
- Population to Provider Ratio Requirement:
 - 3,500:1 primary care (MDs and DOs, does not count PAs, NPs; family/general practice, internal medicine, pediatrics and OB/GYN)
 - 5,000:1 dental (incorporates dental hygienists and assistants, as well as dentist age)
 - 30,000:1 mental health (psychiatrists only)
 - Does not include obligated providers (NHSC, J-1, federal commissioned officers)





Map Date:
September 2013



Geographic Area with High Needs

- A rational service area that exhibits one of the following:
 - 20% or more of the population is @ 100 % of the poverty level
 - Infant mortality rate is greater than 20
- Population to Provider Ratio Requirement:
 - 3,000:1 primary care
 - 4,000: 1 dental
 - 20,000:1 mental health



Population - Low Income

- Population = Those below 200% FPL in rational service area
- Providers = just those seeing patients on AHCCCS or a sliding fee scale
- Population to Provider Ratio Requirement:
 - 3,000:1 Primary Care
 - 4,000:1 Dental
 - 20,000:1 Mental Health
- Typically do this type of designation when area does not qualify for geographic HPSA



Contiguous Areas

- Must show population of proposed HPSA cannot get services in surrounding service areas
- Can rule out contiguous areas due to:
 - Over-utilization (>2,000:1)
 - Excessive Distance (> 30 minutes)
 - Significant socioeconomic differences
 - Designated as HPSA
 - Inaccessible for other reasons (i.e. reservation – services only available to tribal populations)



HPSA Score - Primary Care

- HRSA assigns each HPSA a score based on data
- Higher score = higher need
- All clinics/providers in a geographic/population HPSA have same HPSA score and identification number

I. Primary Care HPSA Scoring

Primary Care HPSAs can receive a score between 0-25.

The following figure provides a broad overview of the four components used in Primary Care HPSA scoring:



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HPSA Score - Dental

II. Dental Health HPSA Scoring

We calculate a score between 0-26 for Dental Health HPSAs. The following figure provides a broad overview of the four components used in Dental HPSA scoring:



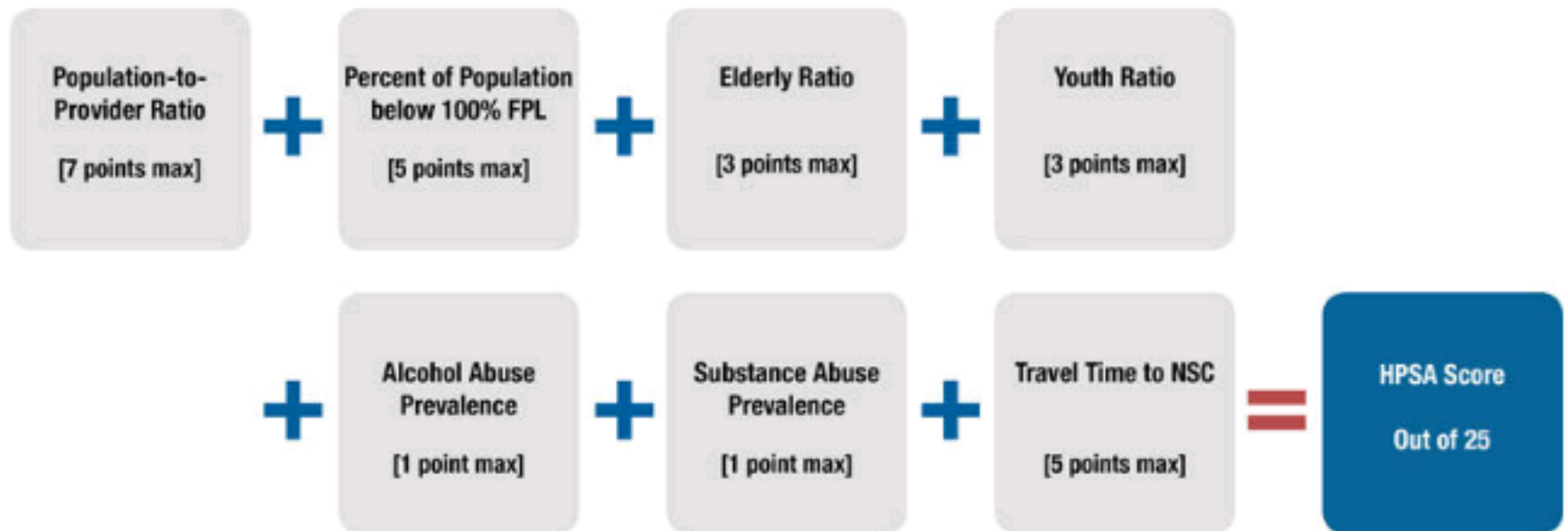
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HPSA Score - Mental Health

III. Mental Health Scoring

We calculate a score between 0-25 for Mental Health HPSAs. The following figure provides a broad overview of the seven components used in Mental Health HPSA scoring:



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HPSA Designation Process

- State Primary Care Office role is to ensure provider data is as accurate as possible (using required NPI dataset) in HRSA's Shortage Designation Management System (SDMS)
 - Phone surveys
 - Medicaid claims data
- HRSA conducts national HPSA updates with “push of the button” on regular intervals, typically every 3 years (last completed September 2021)
- PCO can continue to submit applications for new HPSAs



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Area vs. Facility HPSAs

Area (geo or pop) HPSAs:

- Community-based (must follow AZ Primary Care Area boundaries)
- Must meet specific criteria regarding population-to-provider ratio
- Must eliminate all contiguous areas as potential sources of care
- Must be updated regularly

Auto Facility HPSAs:

- Only applies to that facility/organization
- No ratio or contiguous area requirements for designation
- Scores regularly updated through the National Shortage Designation Update.



Auto-HPSAs Facilities

- Indian Health Facilities
- IHS and Tribal Hospitals
- Dual-funded Community Health Centers/Tribal Clinics
- CMS-Certified Rural Health Clinics (RHCs)
- Federally Qualified Health Centers (FQHCs)
- FQHC Look-A-Likes (LALs)



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Arizona's HPSAs and Unmet Need

Arizona	Total HPSAs	Geographic/ Area	Population	Facility	Population of Designated HPSAs	Percent of Need Met	# Practitioners Needed to Remove HPSAs
Primary Care	237	53	54	130	3,185,532	37.19%	653
Dental	217	41	52	124	2,370,070	30.49%	406
Mental	228	65	31	132	3,450,165	10.46%	218

Data as of July 1, 2022



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National Shortage Designation Update: Primary Care Geographic/Population HPSAs

All existing HPSA designations were updated nationally in September 2021.

→ **There was very little change to Primary Care HPSAs in AZ's rural areas.**

There are **54** Primary Care Areas in counties outside of Pima and Maricopa.

Of these,

→ **4** Geographic High Needs HPSAs

→ **17** Geographic HPSAs

→ **27** Low Income Population HPSAs (*15 were previously geographic HPSAs, may be misunderstood as “withdrawn” by NRHA due to type change*)

→ **1** was proposed for withdrawal, no longer qualified (*Saddlebrooke*)

→ **5** were not previously designated and are being reviewed to see if they might qualify with newest data (*Flagstaff, Queen Creek, Gold Canyon, Casa Grande, Prescott*)



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Primary Care HPSA Scores in Arizona

Overall In Arizona

- Average Primary Care HPSA score in Arizona = 15
- Average change in score overall from previous PC HPSAs = +1.2 points

Only in Arizona's Rural Counties (excluding Pima and Maricopa)

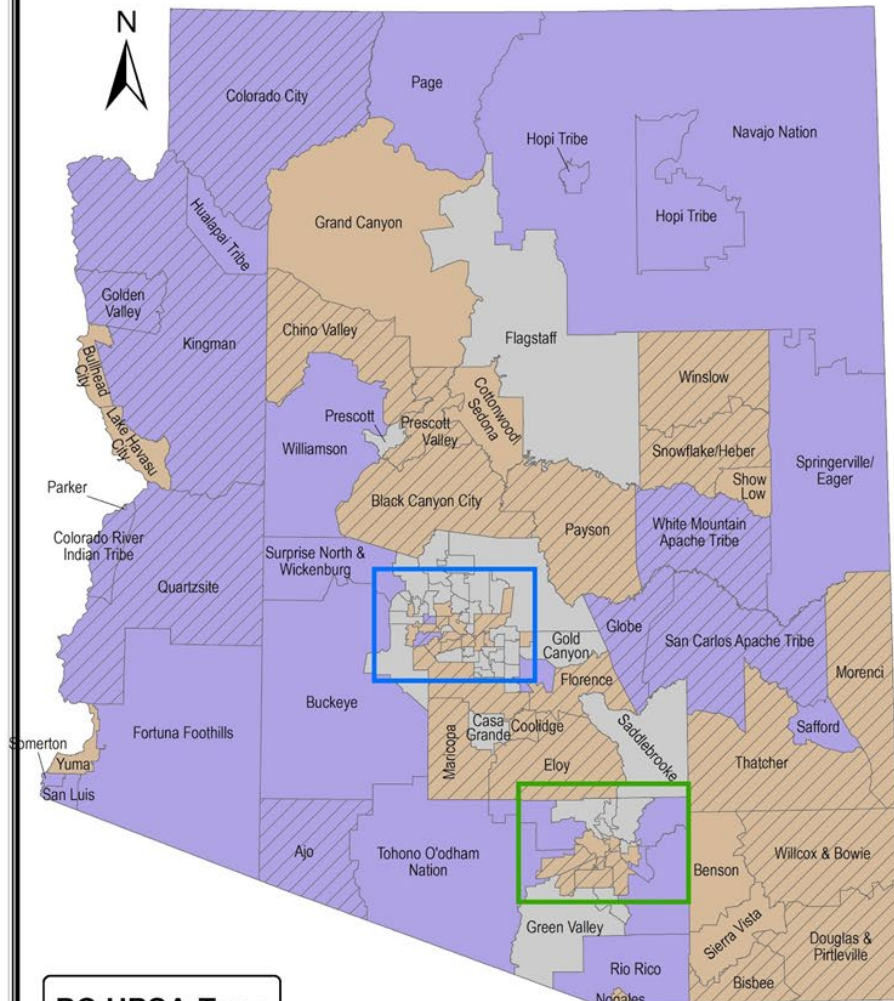
- Average Primary Care HPSA scores only in rural counties = 15
- Average change in score in rural counties from previous PC HPSAs = +1.5 points



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Primary Care HPSAs



PC HPSA Type

- Geographic
- Not Designated
- Population

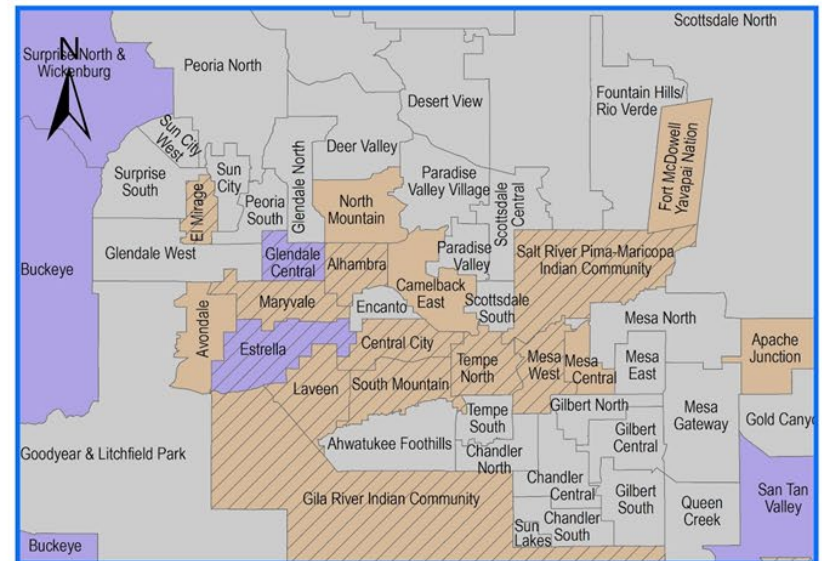
HPSA Score 16+

Map Date: August 2022

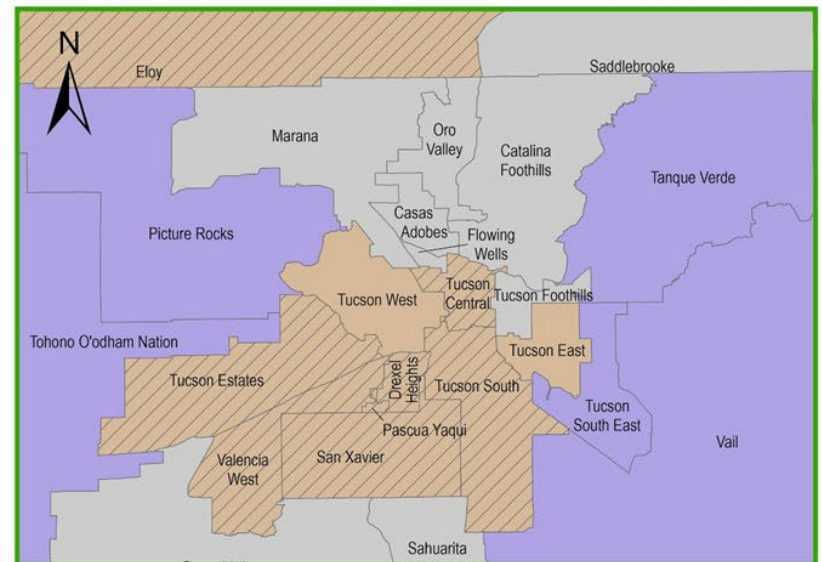


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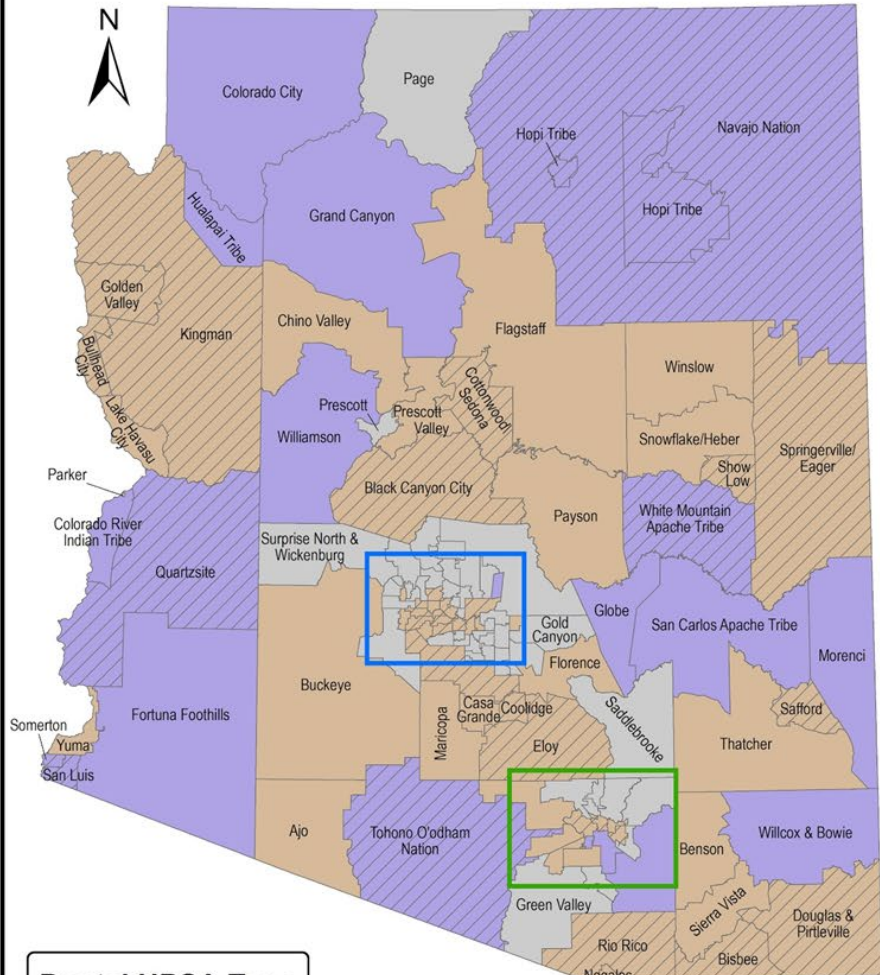
Metro Phoenix



Metro Tucson

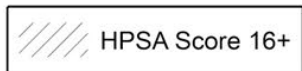


Dental HPSAs



Dental HPSA Type

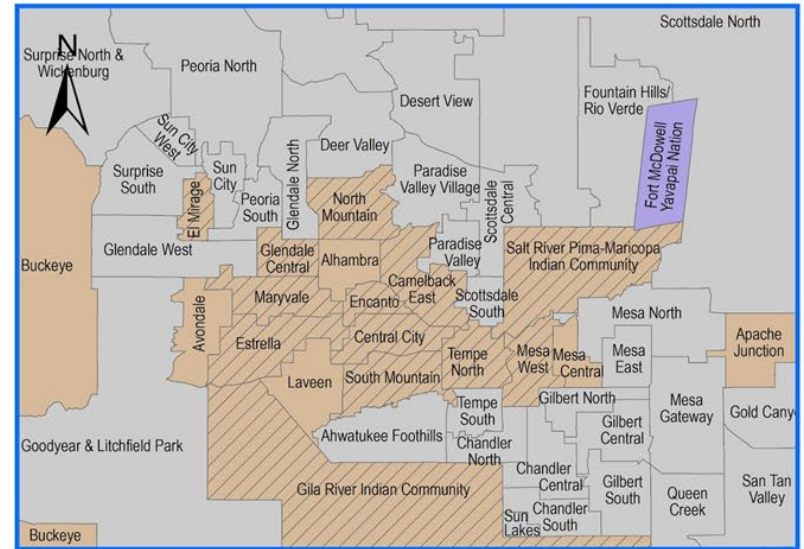
- Geographic
- Not Designated
- Population



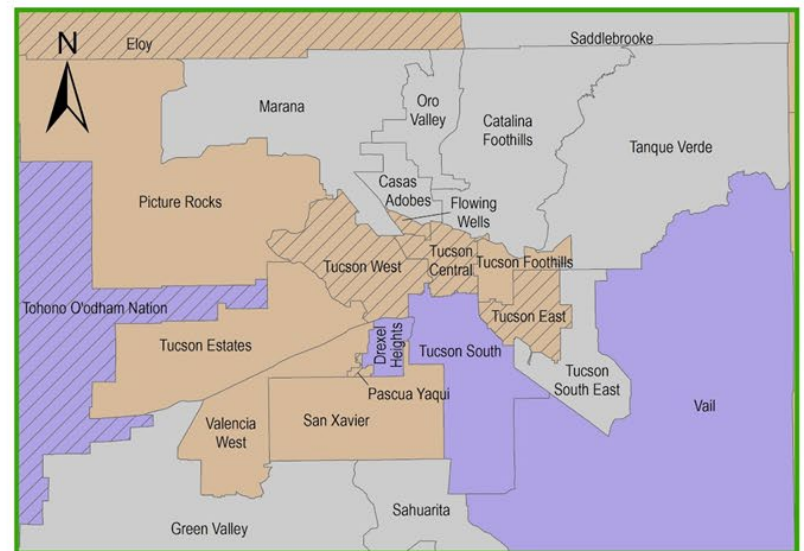
Map Date: August 2022



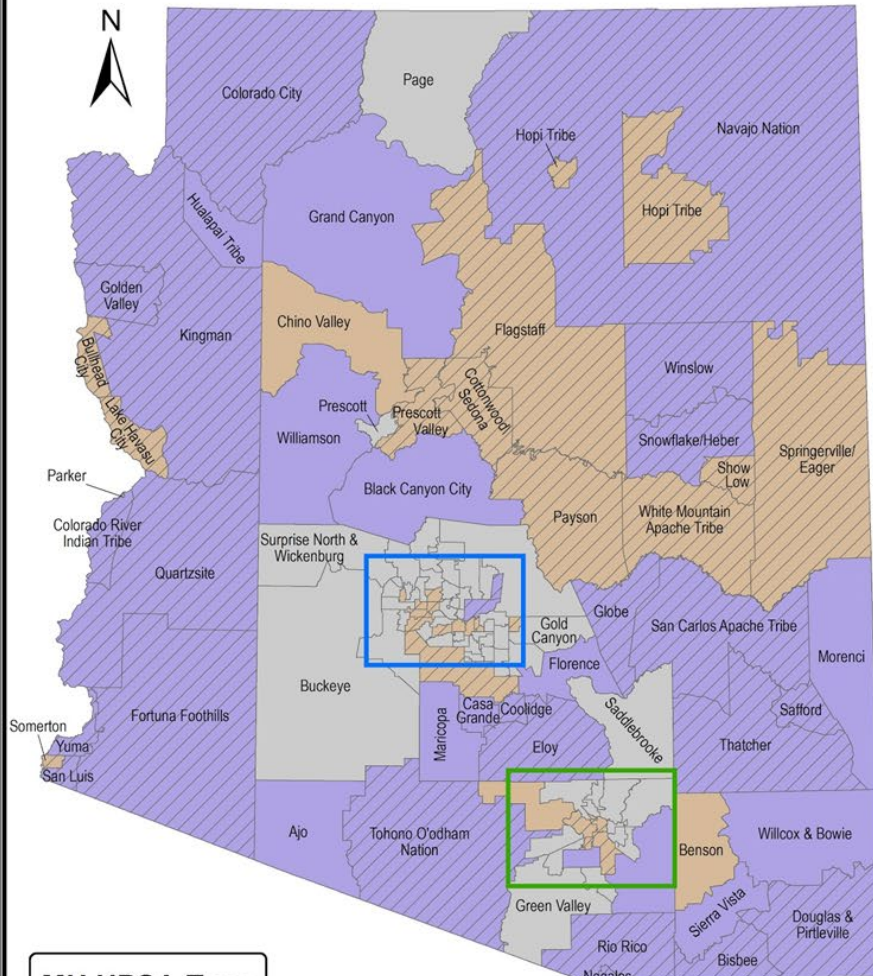
Metro Phoenix



Metro Tucson



Mental Health HPSA



MH HPSA Type

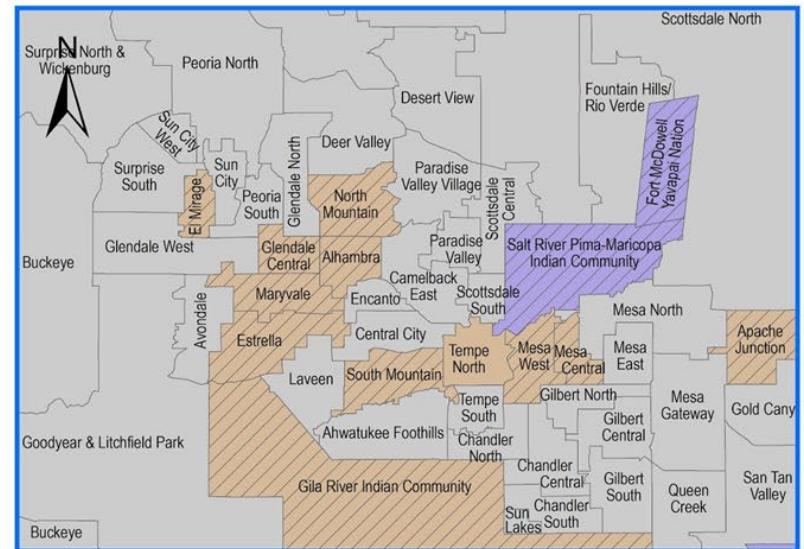
- Geographic
- Not Designated
- Population

HPSA Score 16+

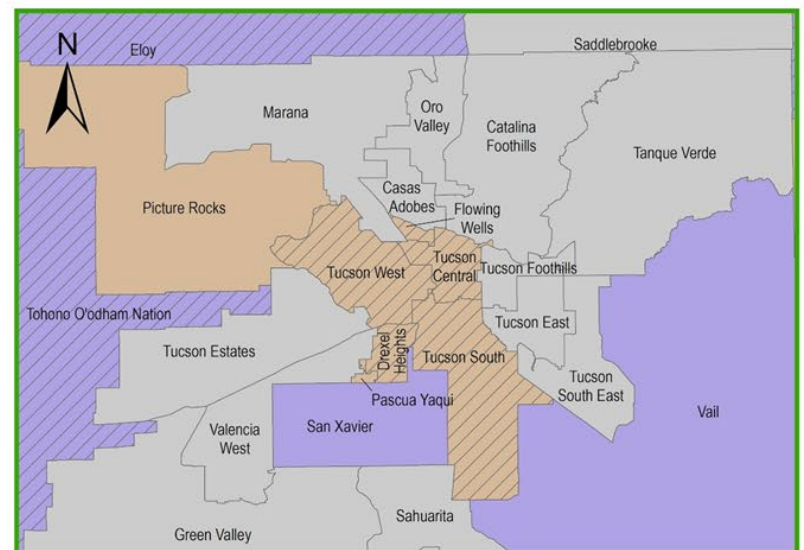
Map Date: August 2022



Metro Phoenix



Metro Tucson



HPSA Find - Search by Address

<https://data.hrsa.gov/tools/shortage-area/by-address>

data.HRSA.gov

Search A-Z Index

Find Health Care ▾ Data ▾ Maps ▾ Tools ▾ Topics ▾ Help ▾

Home ▸ Tools ▸ Find Shortage Areas ▸ Find Shortage Areas by Address

Find Shortage Areas by Address

Enter an address to determine whether it is located in a shortage area: HPSA Geographic, HPSA Geographic High Needs, or Population Group HPSA or an MUA/P.

Note: This search will not identify facility HPSAs. To find these HPSAs, use the [HPSA Find](#) tool.

Search Criteria

Please provide a street address, city, and state or a street address and ZIP Code.

Street Address:
Address

City:
City

State/Territory:
ZIP Code:
ZIP Code

☒ Include geographic (FIPS) codes ⓘ

Search Reset

**Note that this will NOT
give you Facility HPSAs
– only Area/HPSAs**



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Address Search - Example

Address

150 N 18th Ave, Phoenix, AZ, 85007

Standardized address

150 N 18th Ave, Phoenix, Arizona, 85007

[+] More about this address

In a Dental Health HPSA: **✓ Yes**

HPSA Name: LI-Central City Village

ID: 6041975610

Designation Type: HPSA Population

Status: Designated

Score: 21

Designation Date: 11/27/2017

Last Update Date: 09/10/2021

In a Mental Health HPSA: **✗ No**

In a Primary Care HPSA: **✓ Yes**

HPSA Name: LI - Central City Village

ID: 1041499689

Designation Type: HPSA Population

Status: Designated

Score: 19

Designation Date: 12/26/2017

Last Update Date: 09/09/2021

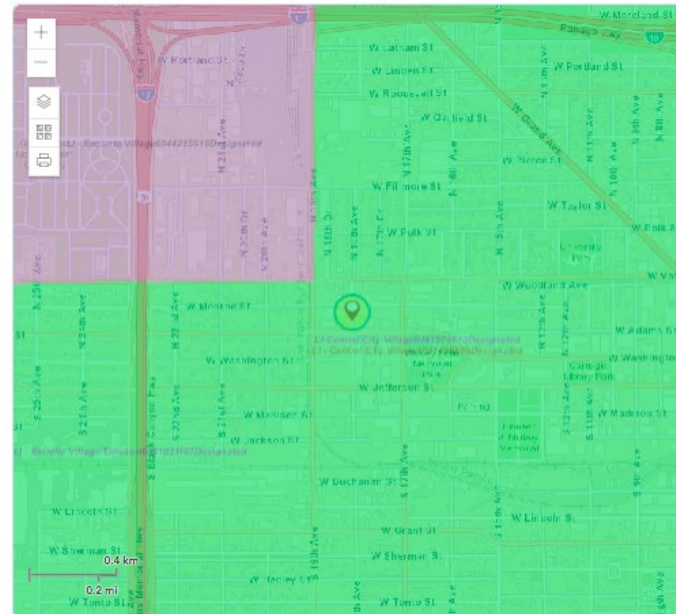
In a MUA/P: **✗ No**

Start Over

Print

HPSA Data as of 09/29/2021

MUA Data as of 09/29/2021



Note: The address you entered is geocoded and then compared against the HPSA and MUA/P data in data.HRSA.gov. Due to geoprocessing limitations, the designation cannot be guaranteed to be 100% accurate and does not constitute an official determination.



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HPSA Find - Search by County

<https://data.hrsa.gov/tools/shortage-area/hpsa-find>



HPSA Find

The Health Professional Shortage Area (HPSA) Find tool displays data on the geographic, population, and facility HPSA designations throughout the U.S. To determine National Health Service Corps (NHSC) site eligibility please contact HRSA at <http://www.hrsa.gov/about/contact/bhwhelp.aspx> or call 1-800-221-9393.

Search

HPSA ID Search

Select a State/Territory (required)

Arizona

Select County(s) (required)

All Counties

Apache County

Cochise County

Coconino County

Gila County

Graham County

Greenlee County

La Paz County

Maricopa County

Mohave County

Submit

Apply Filters (Optional)

HPSA Discipline

☒ Primary Care

☐ Dental Health

☐ Mental Health

HPSA Status

☒ Designated

☐ Proposed for Withdrawal

☐ Withdrawn

Discipline	HPSA ID	HPSA Name	Designation Type	Primary State Name	County Name	HPSA FTE Short	HPSA Score	Status	Rural Status	Designation Date	Expiration Date
Primary Care	1046713038	LI - Benson	Low Income Population HPSA	Arizona	Cochise County, AZ	0.88	15	Designated	Partially Rural	09/08/2021	09/08/2021
Primary Care	1043612250	LI - Bisbee	Low Income Population HPSA	Arizona	Cochise County, AZ	3.16	17	Designated	Partially Rural	09/08/2021	09/08/2021
Primary Care	1046206090	LI - Douglas & Pirtleville	Low Income Population HPSA	Arizona	Cochise County, AZ	1.67	16	Designated	Rural	09/08/2021	09/08/2021
Primary Care	1042156423	LI - Willcox & Bowie	Low Income Population HPSA	Arizona	Cochise County, AZ	1.76	16	Designated	Rural	09/08/2021	09/08/2021
Primary Care	1046562656	Sierra Vista	Low Income Population HPSA	Arizona	Cochise County, AZ	3.94	14	Designated	Partially Rural	09/07/2021	09/07/2021
Primary Care	1041417481	CF-Arizona State Prison-Douglas	Correctional Facility	Arizona	Cochise County, AZ	1.25	21	Designated	Rural	03/21/2002	12/09/2018
Primary Care	10499904C2	Chiricahua Community Health Centers, Inc.	Federally Qualified Health Center	Arizona	Cochise County, AZ		19	Designated	Rural	08/27/2003	09/10/2021

Will give all HPSAs in county, including facilities

Tip: FQHCs are listed only by parent site and county that site is located in.



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Medicare Bonus Payment

- Administered by CMS to physicians who provide services in geographic HPSAs
 - Uses list of HPSAs as of Dec. 31 for following year
 - Only **geographic** HPSAs are eligible (not low income population HPSAs)
- RESOURCES:
 - CMS Physician Bonus Page and Lists of Eligible Zip Codes:
<https://www.cms.gov/medicare/medicare-fee-for-service-payment/hpsapsaphysicianbonuses>
 - HRSA Eligibility Analyzer Tool:
<https://data.hrsa.gov/tools/medicare/physician-bonus>



Loan Repayment Programs

- Federal Programs:
 - National Health Service Corps (LRP, Scholarship & Site Registrations)
 - Nurse Corps (LRP & Scholarship)
- State Program:
 - Arizona State Loan Repayment Program
- Goals:
 - Award incentives to recruit and retain providers
 - Increase providers in rural and underserved areas
 - Increase access to primary care, dental, and mental health services



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Provider Retention- SLRP

How many more years clinicians anticipate they will remain in...	AZ SLRP (n=110) Average [Median]
their current practice	9.8 years [7 yrs.]
their current community	14.9 years [10 yrs.]
rural practice*	14.1 years [10 yrs.]
a medically underserved area, whether urban or rural	14.2 years [10 yrs.]
their current state	21.1 years [20 yrs.]

*Excluded non-rural providers



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Eligible Disciplines

- Physicians
 - Family Medicine, OB/GYN, Pediatrics, Internal Medicine, Geriatrics, Psychiatry
- Dentists
- Pharmacists
- Advanced Care Providers
 - Physician Assistants, Nurse Practitioners, Certified Nurse Midwives
- Behavioral Health Providers
 - LCSW, LFMT, Psych D, LPC



Award Amounts*

Physicians and Dentists

Contract Year of Service	HPSA Score of 18-26	HPSA Score of 14-17	HPSA Score of 0-13
Initial Two Years	\$65,000	\$58,500	\$52,000
Third year	\$35,000	\$31,500	\$28,000
Fourth year	\$25,000	\$22,500	\$20,000
Fifth year and continuing	\$15,000	\$13,500	\$12,000

Advance Practice Providers, Behavioral Health Providers and Pharmacists

Contract Year of Service	HPSA Score of 18-26	HPSA Score of 14-17	HPSA Score of 0-13
Initial two years	\$50,000	\$45,000	\$40,000
Third year	\$25,000	\$22,500	\$20,000
Fourth year	\$20,000	\$18,000	\$16,000
Fifth year and continuing	\$10,000	\$9,000	\$8,000



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*Based on maximum, full-time commitment.

Award amounts are tax-exempt.

Applicant Health Service Priority Score

1. Geographic location (Rural vs. Urban)
2. HPSA score specific to the applicant's discipline
3. Percentage of underserved populations served by Service Site
4. Access to the next nearest Sliding Fee Scale clinic of similar type service
5. Newly employed at the service site or by the employer
6. On-site or in-person service delivery versus telemedicine
7. Arizona resident
8. Graduate of an Arizona graduate educational institution
9. Experience in serving the medically underserved
10. Service Hours (Full-time /Half-time)



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AZ SLRP Annual Cycle

- **January-March:** sites must register to be active eligible sites for SLRP for the year
- **April 1st:** Renewal Applications cycle closes for participants who will be completing their initial 2-year award/obligation
- **Mid April - June 1st:** Initial 2-year Application cycle closes for new participants
- **October:** Awards & Contracts are given to awarded applicants.



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Outreach Efforts

- Presentations to medical, dental, behavioral/mental health services schools in Arizona
- Conferences & professional organizations
- Any other ideas?



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For more information:

Arizona State Loan Repayment Programs

<https://www.azdhs.gov/prevention/health-systems-development/workforce-programs/loan-repayment/index.php>



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National Health Service Corps Loan Repayment Program (NHSC LRP)



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WHICH ONE IS RIGHT FOR YOU?

PROGRAM TYPE	NHSC Loan Repayment Program	NHSC SUD Workforce Loan Repayment Program	NHSC Rural Community Loan Repayment Program
DISCIPLINES ELIGIBLE FOR ALL PROGRAMS	Physicians (DO/MD) • Nurse Practitioners (NP) • Physician Assistants (PA) • Certified Nurse Midwives (CNM) Health Service Psychologists (HSP) • Licensed Clinical Social Workers (LCSW) • Psychiatric Nurse Specialists (PNS) Marriage and Family Therapists (MFT) • Licensed Professional Counselors (LPC)		
DISCIPLINES ELIGIBLE FOR SPECIFIC PROGRAMS	 Dentists (DDS/DMD) Dental Hygienists (RDH)	 Substance Use Disorder (SUD) Counselors Pharmacists (PHARM) Registered Nurses (RN)	 Substance Use Disorder (SUD) Counselors Pharmacists (PHARM) Registered Nurses (RN) Certified Registered Nurse Anesthetists (CRNA)
AWARD AMOUNT	UP TO \$50K full-time / UP TO \$25K part-time	UP TO \$75K full-time / UP TO \$37.5K part-time	UP TO \$100K full-time / UP TO \$50K part-time
SERVICE COMMITMENT	2 YEARS	3 YEARS	
NHSC HEALTH CARE SITE	✓ Any NHSC-approved site	✓ Any NHSC-approved SUD site	✓ Any rural, NHSC-approved SUD site

All programs use one application, **but you can only apply to one program.**

NHSC.HRSA.GOV/LOAN-REPAYMENT



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National Health Service Corps (NHSC) Loan Repayment Provider Eligibility

ELIGIBLE DISCIPLINES

Must be licensed in
one of the following:

- Physician (MD or DO)
- Nurse practitioner (primary care)
- Certified nurse-midwife
- Physician assistant
- Dentist (general or pediatric)
- Dental hygienist
- Psychiatrist
- Psychologist
- Licensed clinical social worker
- Psychiatric nurse specialist
- Marriage and family therapist
- Licensed professional counselor

Must meet the following requirements:

- US Citizen or National
- Licensed in the state where employer site is located
- Have unpaid government or commercial loans for school tuition, reasonable educational and living expenses, segregated from all other debts (that is, not consolidated with non-educational loans)
- Currently working or have accepted an employment with an NHSC-approved facility located in a Health Professional Shortage Area



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National Health Service Corps (NHSC) Loan Repayment

How do providers benefit from NHSC LRP?

Receive a lump-sum loan repayment upfront for an initial two year commitment.

Program options:

- **Full time: 40 hours per week for a minimum of 45 weeks per year**
- **Part time: 20 hours per for a minimum of 45 weeks per year**

Initial Award Amounts	2 Years Full-time	2 Years Half-time
Loan Repayment Award (HPSA 14 and above)	\$50,000	\$25,000
Loan Repayment Award (HPSA 13 and below)	\$30,000	\$15,000

Additional Loan Repayment Awards:

Continue loan repayment beyond the initial contract, one year at a time, and pay off all qualifying educational loans



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National Health Service Corps (NHSC) Loan Repayment Service Site Eligibility

Eligible Sites

- Federally Qualified Health Center or Look-Alike (FQHC or FQHC-LA)
- Certified Rural Health Clinic (RHC)
- Indian Health Service Site (Federal or Tribal)
- Solo or Group Partnership or Practice
- Hospital-Affiliated Primary Care Practice
- Critical Access Hospital
- Managed Care Network
- State or Federal Prison
- U.S. Immigration, Customs and Enforcement Site
- Public Health Department
- Other Health Clinics

Must meet the following eligibility requirements:

- Located in a designated HPSA
- Accept Medicare and Medicaid
- Use Sliding Fee Scale (*IHS sites are exempt from this requirement*)
- Non-discriminatory policy in the provision of health services
- Has capacity to maintain a competitive salary, benefits, and malpractice coverage package for clinicians
- Must receive NHSC certification.



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PROVIDERS RECEIVE LOAN REPAYMENT IN ADDITION TO A COMPETITIVE SALARY FROM THEIR EMPLOYERS

1

Providers find a job at
an NHSC-approved
site

THEN

2

Apply to the
NHSC for
loan repayment



Watch the NHSC Site Video on the
"HRSATube" [YouTube channel](#).



Find positions at NHSC-approved sites using the
[NHSC Jobs Center: http://nhscjobs.hrsa.gov](http://nhscjobs.hrsa.gov)



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Learn more at

<http://www.nhsc.hrsa.gov/loanrepayment/index.html>



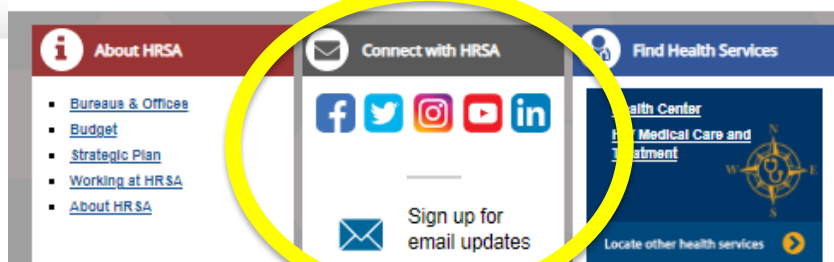
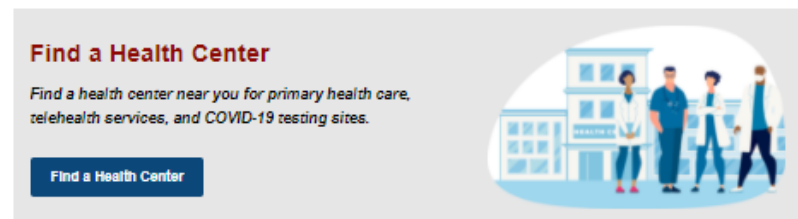
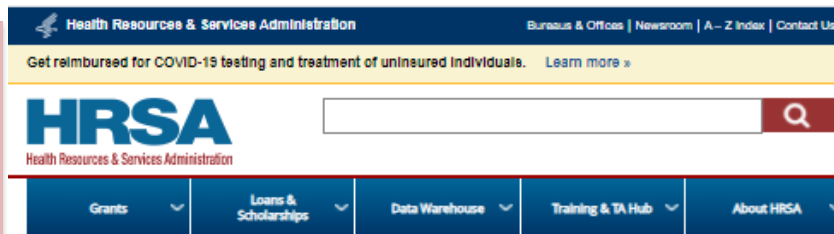
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Sign Up for Updates

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Personnel Updates

Bureau of Women's and Children's Health

Bureau Chief

Laura Bellucci

Office of Women's Health

Angie Lorenzo

Office of Children's Health

Jessica Stewart-Gonzalez

Office of Oral Health

Julia Wacloff

Primary Care Office Chief & PCO Director

Edith Di Santo

Business & Finance

Erik Anderson



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Primary Contacts

- workforce@azdhs.gov (Erin & Tiffany)
 - Arizona State Loan Repayment Program
 - Federal programs (i.e. NHSC , Nurse Corps)
 - All site questions, NHSC & SLRP
 - HPSAs (Tracy Lenartz)
- j1@azdhs.gov (Tiffany & Erin)
 - J1 Program
 - National Interest Waiver Program



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THANK YOU

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Questions



Your opinion is valuable.

Please participate in a brief survey.

Thank You!!!

