

# AZ HPSA & Primary Care Office Updates

June 14, 2022

Edith Di Santo | Primary Care Office Chief



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*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**



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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



# Core Functions

- Administers:
  - Arizona State Loan Repayment Program (Application for new providers opens from April-June 1 of each year)
  - J1 Visa Program (Opens in October of each year)
  - National Interest Waiver Program
  - 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
- Technical Assistance/Promotes Federal Programs in AZ:
  - National Health Service Corps (LRP, Scholarship & Site Registrations)
  - Nurse Corps (LRP & Scholarship)



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# Shortage Designation 101

Identification of an area, population, or facility experiencing a shortage of health services. There are two types of shortage designations, each linked to a HRSA activity or function.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# HPSA

- A HPSA designation is a base requirement to qualify for state or federal programs aimed at increasing primary care services to underserved areas and populations
- HPSA Scores are used for:
  - Funding Preference
  - Priority in Awards
  - Award Levels/ Amounts
  - Scholar Placement



# Types of Shortage Designations

## HPSA

(Health Professional Shortage Area)

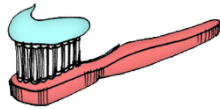
*A shortage of:*



Primary  
Care



Mental  
Health



Dental  
Health

*providers in a:*



Geographic Area



Population  
Group



Facility

## MUA/P

(Medically Underserved Area/Population)

*Limited access to:*



Primary  
Care

*services in a:*



Geographic Area



Population  
Group



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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)



# HPSAs

Arizona	Total HPSAs	Geographic/ Area	Population	Facility	Population of Designated HPSAs	Percent of Need Met	# Practitioners Needed to Remove HPSAs
Primary Care	238	53	54	131	3,185,244	37.20%	653
Dental	218	41	52	125	2,369,432	30.51%	406
Mental	229	65	31	133	3,449,527	10.48%	217



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

Data as of March 31, 2022

# 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 **53** Primary Care Areas in counties outside of Pima and Maricopa. Of these,

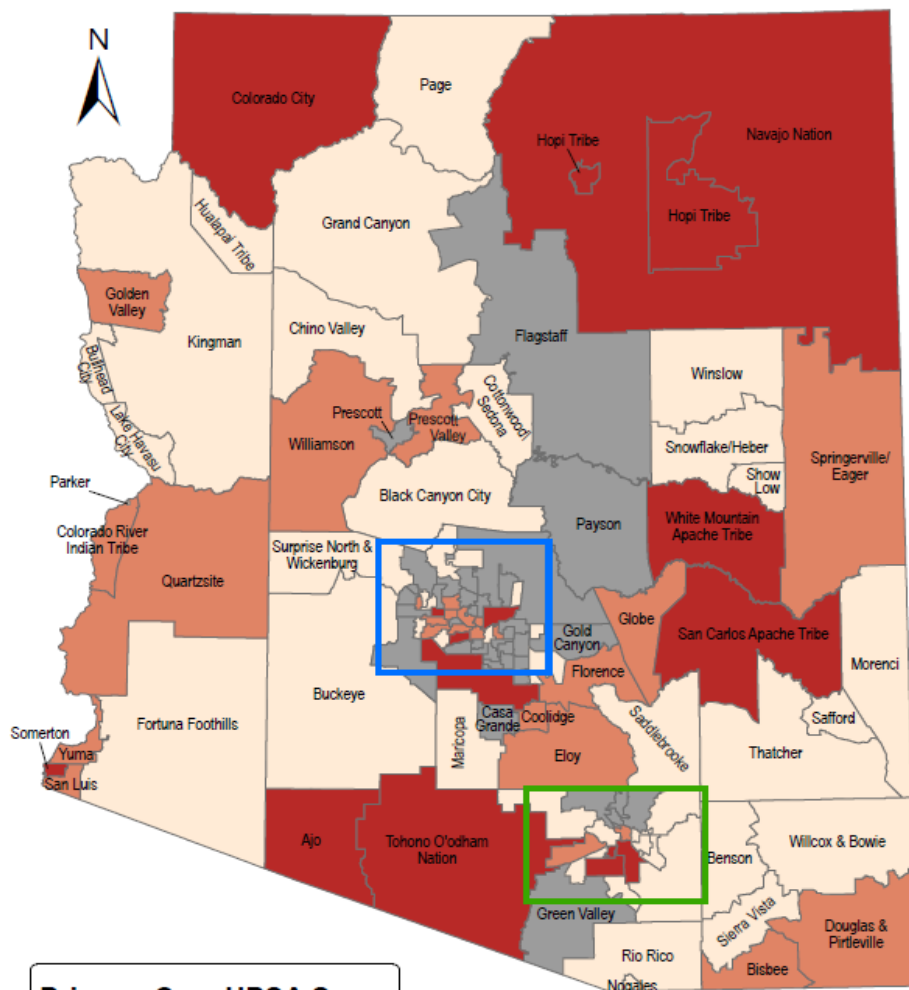
- **2** are submitted, currently pending HRSA review (*Navajo Nation/Hopi Tribe*)
- **1** was proposed for withdrawal, no longer qualified (*Saddlebrooke*)
- **5** were not previously designated and are being reviewed to see if they might qualify with newest data (*Flagstaff, Queen Creek, Gold Canyon, Casa Grande, Prescott*)
- **45** were re-designated in September 2021, with an average increase in HPSA score of 2.4



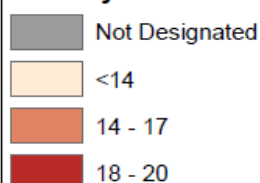
ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# Primary Care HPSAs



## Primary Care HPSA Score

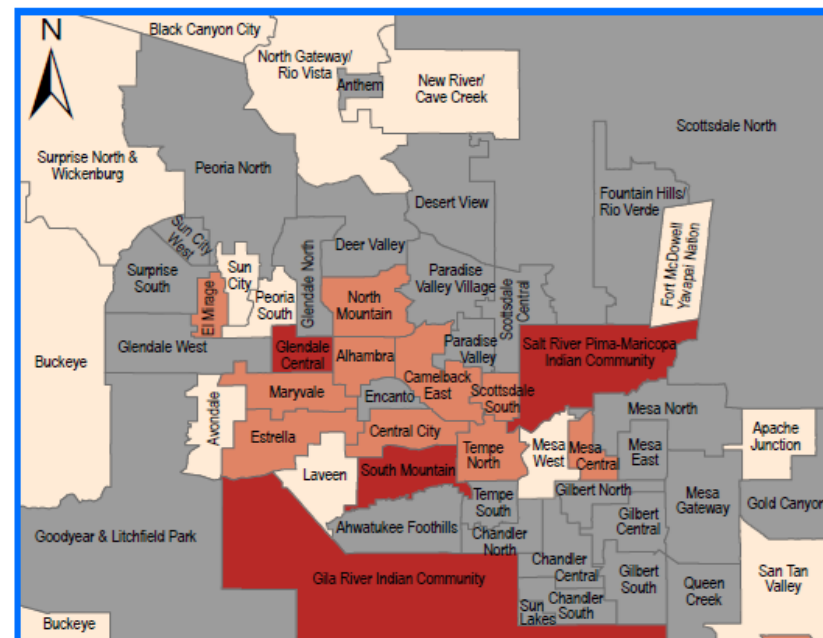


Map Date: January 2019

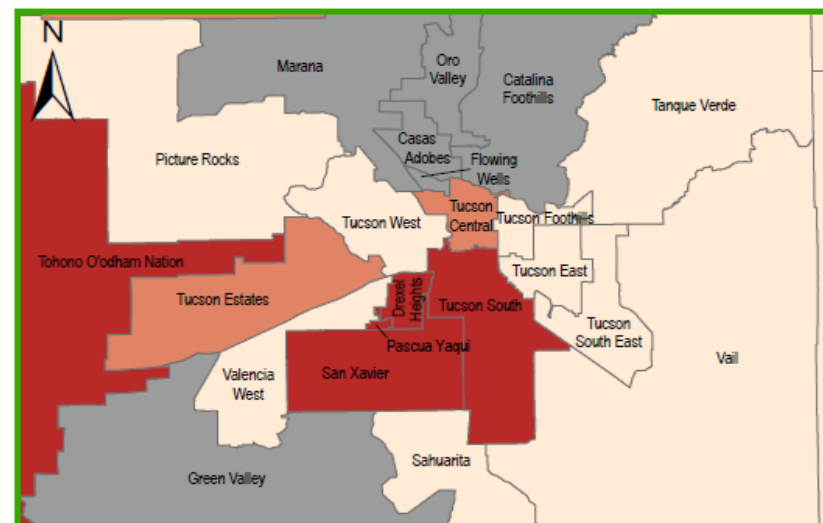


ARIZONA DEPARTMENT  
OF HEALTH SERVICES

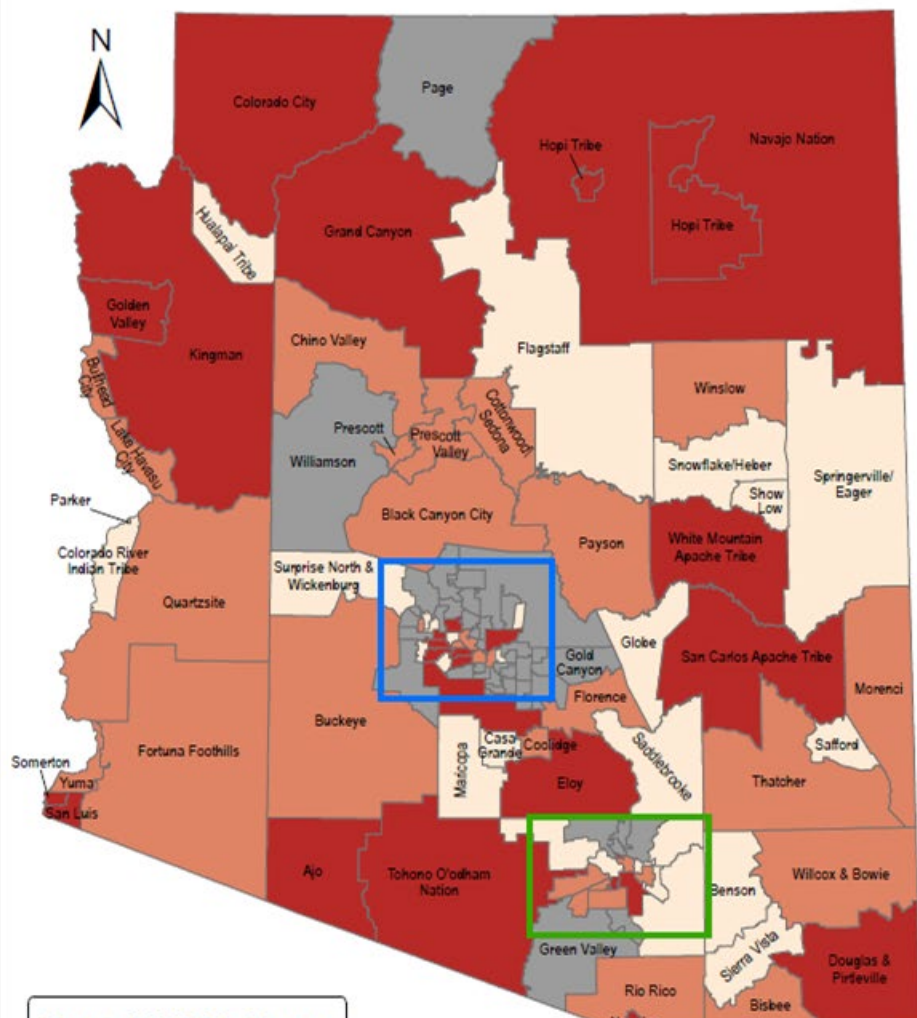
## Metro Phoenix



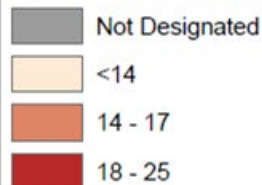
## Metro Tucson



# Dental HPSAs



## Dental HPSA Score

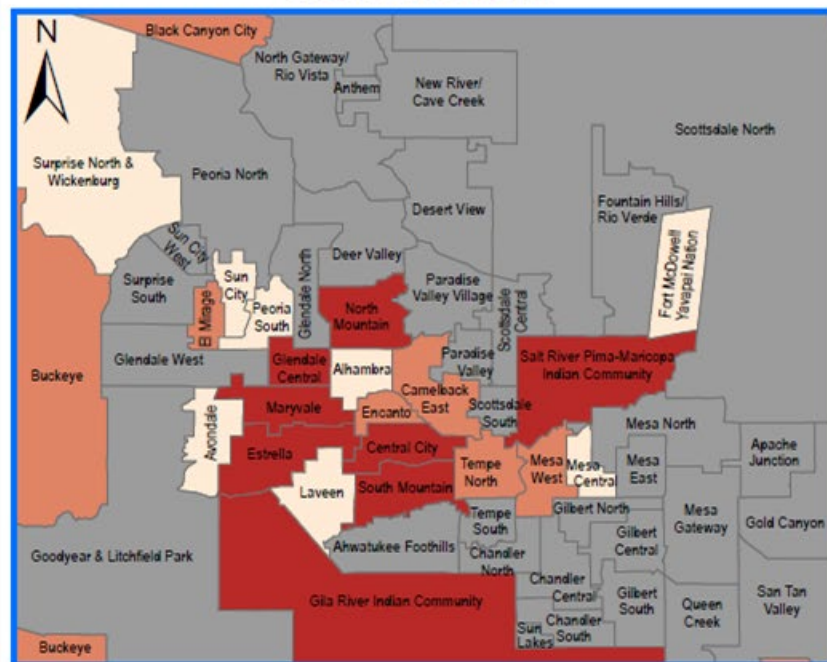


Map Date: January 2019

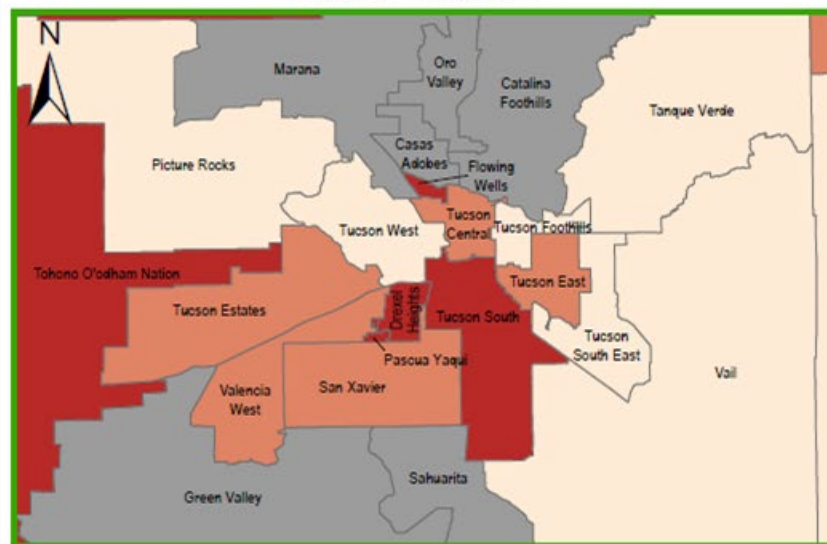


ARIZONA DEPARTMENT  
OF HEALTH SERVICES

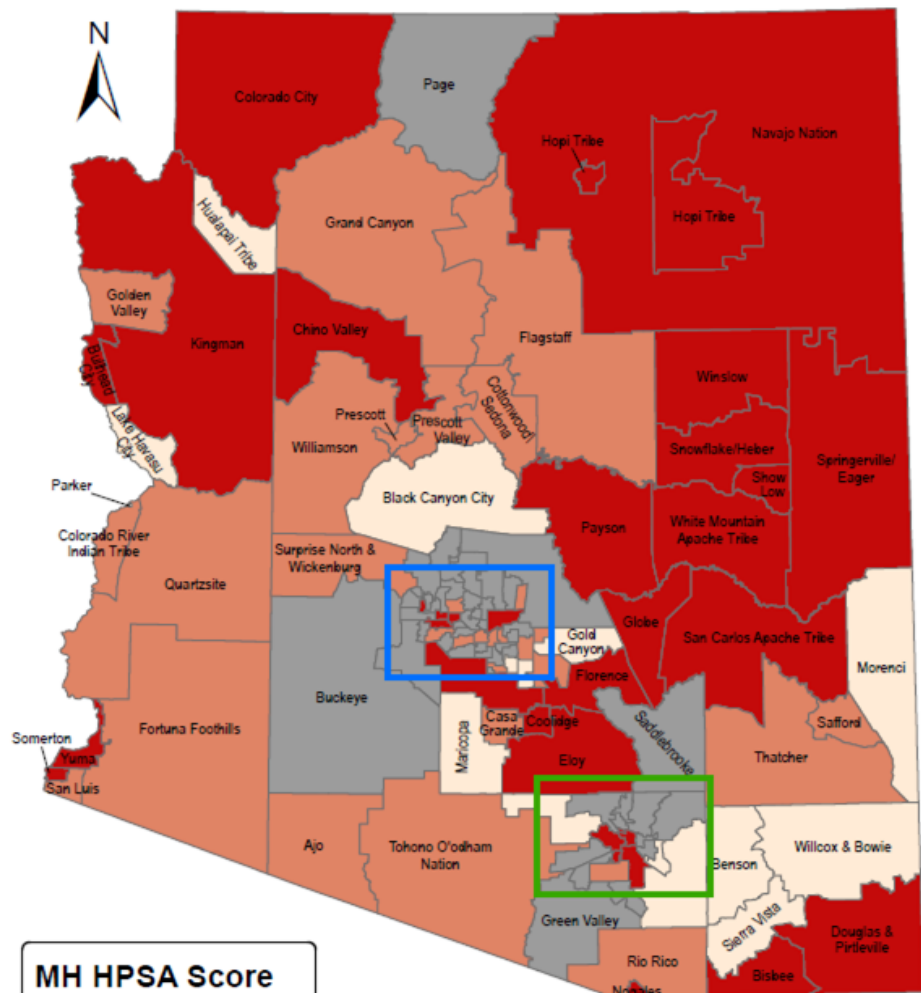
# Metro Phoenix



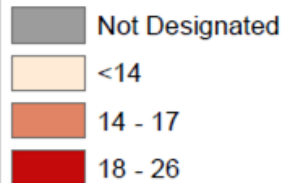
# Metro Tucson



# Mental Health HPSAs



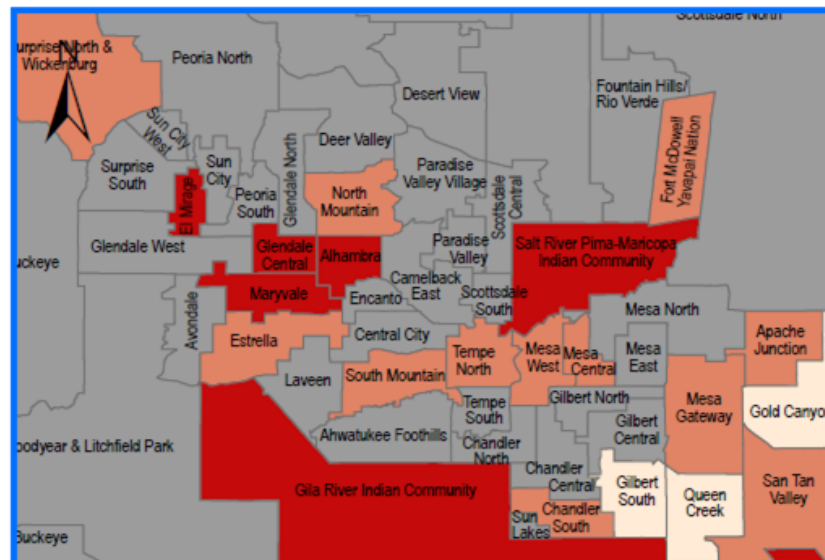
## MH HPSA Score



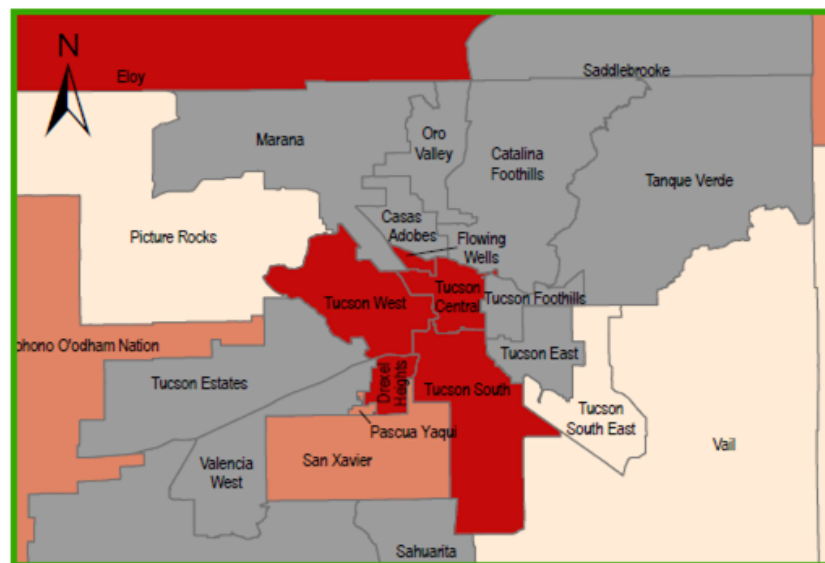
Map Date: October 2018



## Metro Phoenix



## Metro Tucson



# Finding Your HPSA Score

- For CHCs - Sites will have the same FACILITY HPSA ID & Score but may differ for primary care, dental or mental.
- Sites will usually have DIFFERENT geo/pop HPSA ID/Scores (*unless located very close geographically*).

## Steps:

1. Look up each site's **geo/pop HPSA** using the HPSA address search tool, and record those scores.
2. Look up the **Facility HPSA** score using the HPSA Find by county tool, record that score.
3. For each site, select whichever score is higher.

***Use highest score for NHSC and SLRP purposes.***




ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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:

City:

State/Territory:

ZIP Code:

☒ Include geographic (FIPS) codes 

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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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

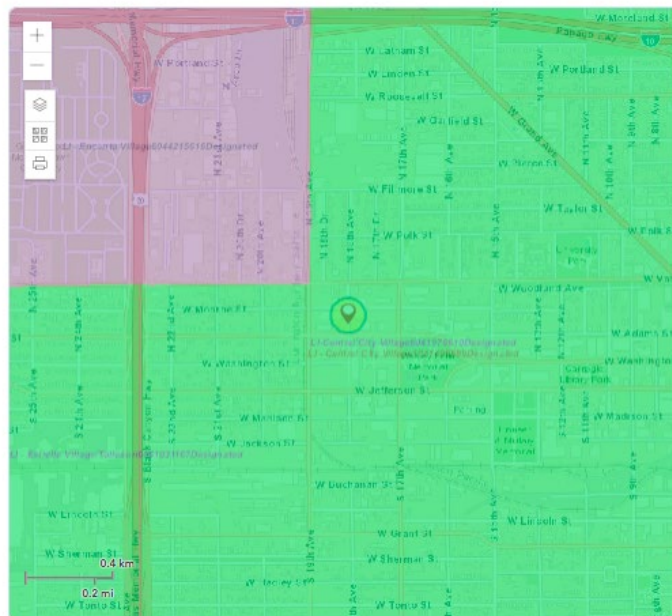
In a MUA/P: **✗ No**

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.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# Arizona State Loan Repayment Program (SLRP)

- 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
- Modeled after the Federal National Health Service Corps (NHSC) Loan Repayment program



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# Provider Retention- SLRP

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

\*Excluded non-rural providers



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

\*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)



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# AZ SLRP Annual Cycle

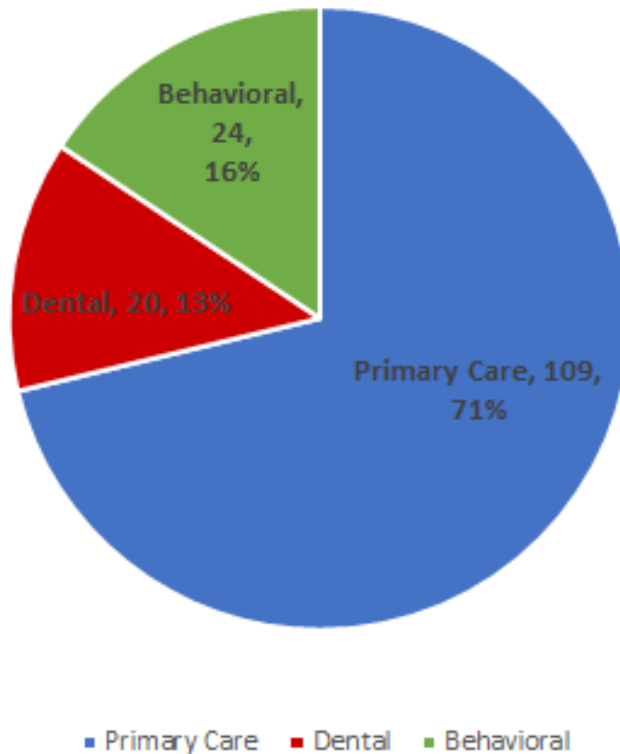
- **January-March:** sites must register to be active eligible sites for SLRP for the year
- **April 1<sup>st</sup>:** Renewal Applications cycle closes for participants who will be completing their initial 2-year award/obligation
- **Mid April - June 1<sup>st</sup>:** Initial 2-year Application cycle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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# SLRP by Service Type



FY2021 Providers



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# Outreach Efforts

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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# Support SLRP

- Entities can donate directly to the program.
- Private donations can be earmarked for a specific discipline and/or county.
  - For details, please contact Edith Di Santo at [edith.disanto@azdhs.gov](mailto:edith.disanto@azdhs.gov) or call 602-542-1066



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

For more information:

**Arizona State Loan Repayment Programs**

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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*




# National Health Service Corps Loan Repayment Program (NHSC LRP)



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# 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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# 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.



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*



# 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)



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*



Learn more at

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



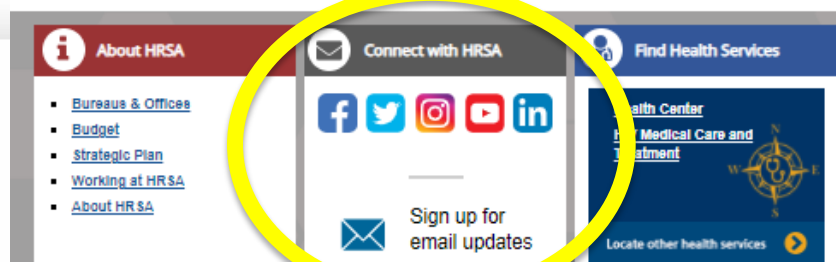
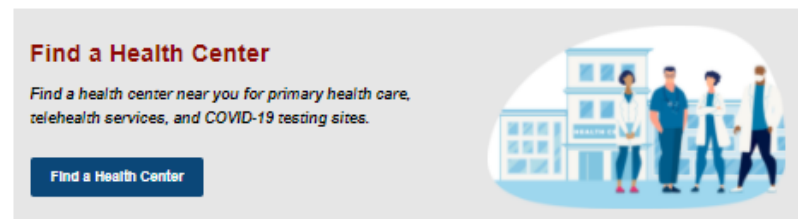
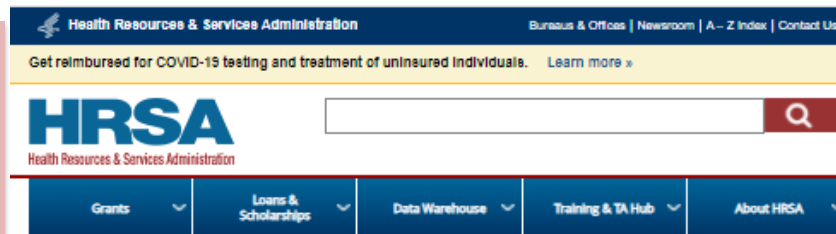
ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# Sign Up for Updates

<https://www.hrsa.gov/>

<https://public.govdelivery.com/accounts/USHSHRSA/subscriber/new?gsp=HRSA-subscribe>



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

Health and Wellness for all Arizonans

# 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



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# Primary Contacts

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



## CONTACT INFORMATION

Julia Wacloff, Office of Oral Health Office Chief, Women's & Children's Health, ADHS

Email: [Julia.Wacloff@azdhs.gov](mailto:Julia.Wacloff@azdhs.gov)

Phone: (602) 542-1866

Edith Di Santo, Primary Care Office Chief, Bureau of Women's & Children's Health, ADHS

Email: [edith.disanto@azdhs.gov](mailto:edith.disanto@azdhs.gov)

Phone: (602) 542-1066

Erin Gonsalves, Workforce Program Manager, Bureau of Women's & Children's Health, ADHS

Email: [erin.gonsalves@azdhs.gov](mailto:erin.gonsalves@azdhs.gov)

Phone: (602) 542-1211

Tracy Lenartz, Designations Specialist/Health Planning Consultant

Email: [Tracy.Lenartz@azdhs.gov](mailto:Tracy.Lenartz@azdhs.gov)




ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*

# THANK YOU

Edith Di Santo | Primary Care Office Chief  
[Edith.DiSanto@azdhs.gov](mailto:Edith.DiSanto@azdhs.gov) | 602-542-1066

[azhealth.gov](http://azhealth.gov)

 [@azdhs](https://twitter.com/azdhs)

 [facebook.com/azdhs](https://facebook.com/azdhs)



ARIZONA DEPARTMENT  
OF HEALTH SERVICES

*Health and Wellness for all Arizonans*