

Placement Services Program FAQs

APPLICATION PROCESS

1. Q: What documents must be submitted with the application?

A:

Exempt Site:

- a. Employment Verification Letter on site's letterhead
- b. Recent Documentation of Student Loans
- c. W-9
- d. Copy of HPSA score

Non-Exempt Site:

- a. Employment Verification Letter on site's letterhead
- b. Recent Documentation of Student Loans
- c. W-9
- d. Sliding Fee Scale (SFS) Policy
- e. SFS Data Table
- f. SFS Signage

2. Q: What information does the employment verification letter need to include?

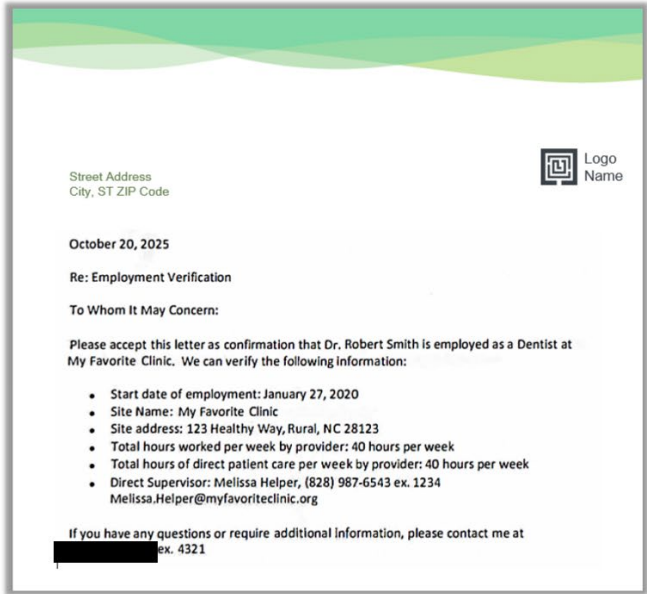
A:

Sample Employment Verification Letter

Employer Letter


Required Components:

- A. Organization Letterhead
- B. Provider's Name
- C. Start Date of Employment
- D. Site Name
- E. Site Address
- F. Total Hours Worked Per Week
- G. Total Hours Devoted to **Direct** Patient Care Per Week
- H. Direct Supervisor's Name, Phone Number and Email
- I. Signed PDF



3. What loan document should I upload?

A: Sample Loan Document



Printable Account Information

[Redacted]
[Redacted]
[Redacted]
Account # [Redacted]

Here is the payoff information for your loans as of 01/20/2026.

Please remit payments to:
Aidvantage - Federal Student Aid Loan Servicing
P.O. Box 4450
Portland, OR 97208-4450

Payment Information

Date of Last Payment Received	00/00/0000
Amount of Last Payment Received	\$0.00
Monthly Payment Amount*	\$144.24
Next Payment Due Date	11/02/2028
Unpaid Other Fees	\$0.00
Total Amount Due by 11/02/2028	\$0.00
Past Due Amount	\$0.00

*This Monthly Payment Amount reflects one or more loans being in a reduced payment plan, which means it may go up or down on an annual basis depending on income fluctuations and other factors.

Balance Information

Unpaid Principal	\$93,229.20
Unpaid Interest	\$7,670.84
Unpaid Other Fees	\$0.00
Current Balance	\$100,900.04

4. Q: How do I find out a site's HPSA score?

A:

Search for HPSA by county using HPSA Find [HPSA Find by County](#)

Search for HPSA using address <https://data.hrsa.gov/topics/health-workforce/shortage-areas/by-address>

5. Q: How does a site determine if it is NHSC certified?

A:

Log in to your site's [Bureau of Health Workforce \(BHW\) Portal](#). If your site does not yet have a log in, create one, then reach out to your ORH Placement Service Specialist.

6. Q: Do administrative hours count as direct patient care?

A:

Direct patient care is defined as time directly interacting with patients in an outpatient setting. Administrative time – used to schedule patients, call patients with test results, write patient charts, and coordinate with specialists about tricky cases – does not count as direct patient care.

7. Q: Is this a stand-alone agreement as between the MD and NC ORH or is the employer contractually obligated in any fashion with NC ORH regarding the program, the bonus, the commitment period, etc.?

For example, what happens if the employee is terminated for some reason?

A:

Our incentive agreements are executed directly with the individual provider rather than with the employing site. As such, the site does not have an obligation to retain the provider for the duration of their service commitment.

If the provider's employment or participation needs to change for any reason, our goal is to work collaboratively toward a solution. Our first step is to work with the provider to identify an opportunity at another eligible site so they may continue fulfilling their commitment. If we are unable to successfully match the provider to another eligible site, the contract will be terminated.

INCENTIVE

1. Q: Am I required to document that my incentive check was deposited and my loan servicer was paid?

A:

You are not required to document that the check has been deposited or sent to your loan servicer. However, once you have completed your service commitment and decided to reapply for the loan repayment or the high needs service bonus, we will review your loan balance at that time to confirm that it has decreased by the amount of the award received.

2. Q: If a provider receives an incentive can the practice site offer a lower salary?

A:

Incentives are intended to support recruitment and retention efforts, not to reduce, offset, or otherwise impact the provider's salary. For this reason, we do not share with an employer whether a provider is awarded or receiving an incentive.

3. Q: What information is requested on the Statement of Service form?

A:

Sample Statement of Service Form

Statement of Service

Please complete the Statement of Service form below.

Response was added on 05-22-2026 20:29.

Statement of Service

The Statement of Service is used to document data provided by participants who are currently under contract with the Office of Rural Health (ORH) for North Carolina Loan Repayment Program, High Needs Service Bonus or State Loan Repayment Program. The data is typically for services rendered during the previous six months (reporting period). Any changes to your name, address, site location, hours worked, or primary duties from the original contract may cause a delay in your incentive payment.

Reporting Period: 01/15/2026 - 07/15/2026

Incentive Type: High Needs Service Bonus

Participant's Name

Please confirm whether there have been any changes to your name as stated in the contract: [REDACTED]

No

Please indicate if there have been any changes to your home address:

[REDACTED] Drive [REDACTED] NC [REDACTED]

No

Please indicate if there have been any changes to your practice site(s) or location(s):

Site Name City Location

[REDACTED] Center [REDACTED]

No

Are you still employed in the same position as stated on your initial incentive contract?

Yes

Number of hours per week you provided comprehensive direct patient care at an approved practice. An approved practice is considered the exact work location we have listed on your original ORH contract.

40

Number of hours per week you provided comprehensive direct patient care in a hospital setting.

If none enter 0.

40

Number of hours per week you provided comprehensive direct patient care in a home setting (rare).

If none enter 0.

0

Number of hours per week you provided comprehensive direct patient care in another setting not listed.

If none enter 0.

0

Did you have three weeks of leave or more during the reporting period?

No

Does your practice accept assignment on all Medicare visits?

Yes

Does your practice accept assignment on all Medicaid visits?

Yes

Are you a current participant in another incentive program and/or you are under another service commitment? This includes federal, state, or community programs (i.e. National Health Service or Nurse Corps, Community Practitioner Program)?

No

As per the terms of your contract, you will soon begin to receive payments for your NCDHHS Office of Rural Health incentive (High Needs Service Bonus or NC Loan Repayment Program). You may expedite future payments by enrolling in North Carolina's electronic payment (Epay) system. The system is designed to allow for the direct deposit of payments from the State into the checking or savings account of your choice. We encourage you to utilize this service. Aside from receiving your payments faster, the vendor electronic payment system saves the State the cost of printing checks and mailing them to the vendors.

Would you like to enroll in the Epay system?

Yes

To enroll, please complete the attached forms (the links below will automatically download the files versus linking to a webpage, you may need to check your browser settings if files are not downloading):

- 1) Supplier Electronic Payment Request with Instructions
- 2) Agency Epay Security Questions form. See also attached an AESQ Example for your convenience.

The forms should be completed and mailed or emailed to the following address with your cancelled check or deposit slip:

OSC Support Services Center
1410 Mail Service Center
Raleigh, NC 27699-1410
ncsepay@ncosc.gov

To complete the Electronic Payment Form enter :
Agency: NC Office of Rural Health
Agency contact phone: 919-527-6481
Agency contact email: Lisa.McKeithan@dhhs.nc.gov

NOTE: Please ensure your Name AND Mailing Address match your W-9 form. If you should have any other questions, please feel free to contact 919-527-6452.
05-28-2026 13:26

By my signature, I attest to my answers being true, accurate and complete to the best of my knowledge. I understand that false or misleading information may result in my release from the incentive program. I understand that it is my responsibility to contract ORH if there are any changes to the original information I submitted in my application and contract including, but not limited to, my name, address, email, phone, site location, hours worked or primary job duties.



(See comment to right)

4. Q: How are incentives disbursed?

A:

Incentives are distributed in graduated payments throughout the contracted service commitment period.

Example #1: Graduated Payments - \$100,000

Payment 1 - 1/15/2027	\$2,860.00
Payment 2 - 7/15/2027	\$5,720.00
Payment 3 - 1/15/2028	\$8,580.00
Payment 4 - 7/15/2028	\$11,440.00
Payment 5 - 1/15/2029	\$14,300.00
Payment 6 - 7/15/2029	\$14,300.00
Payment 7 - 1/15/2030	\$21,400.00
Payment 8 - 7/15/2030	\$21,400.00

\$100,000.00

Example #2: Graduated Payments - \$60,000

Payment 1 - 1/15/2027	\$1,716.00
Payment 2 - 7/15/2027	\$3,432.00
Payment 3 - 1/15/2028	\$5,148.00
Payment 4 - 7/15/2028	\$6,864.00
Payment 5 - 1/15/2029	\$8,580.00

Payment 6 - 7/15/2029	\$8,580.00
Payment 7 - 1/15/2030	\$12,840.00
Payment 8 - 7/15/2030	\$12,840.00
	\$60,000.00

INTERNATIONAL PROVIDERS

1. Can you assist an Internationally Trained Physician Employee with obtaining a job and license?

A:

Part II of SL 2025-37 directs the NC Medical Board, an independent body unaffiliated with the NC Department of Health and Human Services, to issue Internationally Trained Physician Employee (ITPE) Licenses beginning January 1, 2026. The Medical Board's website includes additional information about the new law, as well as an FAQ document pertaining to ITPE Licenses: <https://www.ncmedboard.org/resources-information/faqs/professional-faqs/special-topics>. Any additional questions should be directed to the Board.

You may want to check with several of our medical universities and teaching hospitals that have successfully submitted J-1 visa wavier applications such as:

- ECU Health/Brody School of Medicine at East Carolina University, both in Greenville, NC
- UNC School of Medicine in Chapel Hill
- Atrium Health in Charlotte
- Wake Forest University in Winston-Salem
- Cone Health in Greensboro
- Duke Health/School of Medicine in Durham

3RNet is the nation's most trusted resource for health professionals seeking careers in rural and underserved communities.

The North Carolina Community Health Center Association is another source for available opportunities. <https://www.ncchca.org/job-opportunities/search-jobs/>

J-1 VISA PROGRAM

1. Q: How are J-1 visa applications accepted and is there an application fee?

A:

Completed applications are received on a first-come, first-served basis until all slots are filled. Incomplete applications may lose their slot. Applications for the new FFY are not accepted until the new FFY year which opens annually on October 1. There is no application fee.

2. Q: Do you fill all 30 slots?

A:

We have filled all 30 slots in the past two years, Oct. 1, 2024-Sept. 30, 2025, and Oct. 1, 2025-September 30, 2026.

3. Q: I am an Internationally Trained Physician Employee (ITPE), can I apply for the J-1 visa waiver?

A:

No, the J-1 visa waiver is only for IMG physicians who are completing a USGME residency or fellowship

RECRUITMENT

1. Q: What specialties does ORH recruit?

A:

The NCDHHS Office of Rural Health is the Primary Care Office (PCO) for NC. We don't employ physicians and only recruit for primary care fully licensed providers vs. specialists.

SERVICE COMMITMENT

1. What happens if I take maternity leave or am out for an extended period of time due to illness?

A:

Paid Leave: Not required to report. No effect to service commitment

Unpaid Leave: >3 weeks unpaid leave must be reported on the Statement of Service form. The existing service commitment contract will then be amended to extend the service commitment end date to accommodate the unpaid leave. Please reach out to your recruiter if you anticipate taking unpaid leave.

2. Q: What if I leave before my commitment is over?

A:

Our incentives do not have penalties, nor will you be required to pay back the money if you leave before the 4-year commitment is over. If you leave before the 4-year commitment, your contract will be terminated, and you will just forfeit future payments if you don't complete each 6 months of service. Payments are not prorated if you don't complete the full 6 months of service.

3. Q: Can I reapply for an incentive?

A:

Providers in good standing are eligible to apply again after first contract is complete.