

Fulfilling your Service Commitment

Congratulations! You have successfully completed your training and arrived at the most rewarding part of your journey — *service*. During this time, you will be responsible for providing high quality care to the nation's most vulnerable communities and completing your National Health Service Corps (NHSC) programmatic requirements.

Here are a few reminders to keep you on the right path:

Using the Customer Service Portal

The NHSC **Customer Service Portal** will continue to function as one of your primary means for communicating with the NHSC while you are in service.

- **In-Service Verification:** You will be required to complete your In-Service Verification, every six months, through the **Customer Service Portal**. The In-Service Verification confirms that you are meeting all the terms of your NHSC service obligation.
- **Service Status:** Before making changes to your service status (e.g., transfers, medical suspension, maternity leave, or half-time conversion) you are required to seek prior approval from the NHSC. Requests should be submitted through the **Customer Service Portal**.
- **Contact Information:** If your name, mailing address, telephone number, email, or financial information has changed, we encourage you to update your **Customer Service Portal** account immediately so that your most current information is on record.

Thinking about staying at your site after your service obligation is complete?

The **NHSC Loan Repayment Program** may be the perfect debt relief option for you! All scholars completing their NHSC service obligation are eligible to apply.

Here's how to get started:

- Contact the NHSC, through the **Customer Service Portal**, to indicate your interest and learn more about the financial assistance opportunities available through the **Loan Repayment Program**.
- Submit an application 90 days prior to your Scholarship Program service obligation end date, or by the application cycle deadline for that year, whichever is sooner.
- If selected to receive an NHSC loan repayment award, you have the flexibility of staying at your current site, or transferring to another NHSC-approved site that meets the appropriate health professional shortage area designation requirements.

Please visit our website for more information about **fulfilling your service commitment** and **upcoming events** for NHSC members.



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