

LOAN GUARANTEE PROGRAM APPLICATION MODULE EHBs User Guide

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1. Introduction

1.1. HRSA Loan Guarantee Program (LGP)

HRSA's Health Center Facility Loan Guarantee Program (LGP) supports Health Center Program awardees in their efforts to access capital funding and reduce financing costs for the alteration/renovation, construction or expansion of a HRSA-funded health center medical facility.

HRSA is authorized by Title XVI of the Public Health Service Act to guarantee loans made by non-Federal lenders and exercises this authority by guaranteeing up to 80 percent of the outstanding principal and interest on eligible health center loans.

Eligible applicants for the HRSA LGP are health centers, as defined under section 330 of the Public Health Service Act, that receive Health Center Program funding at the time of both application for and issuance of a loan guarantee.

Loan Guarantee applications are accepted year-round and HRSA conducts on-going review and monitoring after the loan and the loan guarantee are executed.

The EHBs LGP module supports the application submission and review process for issuing loan guarantees and is part of a larger modernization effort to streamline the LGP by enhancing the transparency of the process and reducing the burden on applicants.

1.2. Document Purpose and Scope

The purpose of this document is to provide instructions to assist applicant organizations in preparing and submitting LGP applications electronically. This Loan Guarantee Application Guide is specific to the HRSA LGP module.

Going forward, all Loan Guarantee Applications shall be submitted via the EHBs LGP module. This Guide presents general information related to the application creation, access and submission process.

2. Before You Begin

2.1. Prerequisites

Access to the Loan Guarantee Application, by default, is available to the Project/Program Director (PD) associated with the Health Center (H80). However, only an Authorizing Official (AO) registered to the award who has LGP Privileges can create and submit a Loan Guarantee Application to HRSA. You must ensure that the PD and AO is registered to the grant award and active within EHBs.

3. Accessing the LGP Application Module

This section will show you how to access the LGP Application module.

1. From the EHBs homepage, click on the Grants tab to view all the grants in your portfolio as shown in **Figure 1.1**.



Figure 1.1: Accessing the LGP Application Module

-{Ç. *	HRSA	Electroni	c Handk	ooks			
Â	Tasks	Organizations	Grants	Free Clinics	FQHC-LALs	Resources	

2. You will be navigated to the **My Grant Portfolio - List** page as shown in **Figure 1.2**. <u>Figure 1.2: My Grant Portfolio - List page</u>

You are here: Home » Grants » Browse							
🚍 My Grant Portfolio - List							
Add Grant To Portfolio							
My Grant Portfolio (1) My Grant Access Requests (0)							
						Detailed View	🗟 Search 🔛 Saved Searches 🛛 👻
H (1) H Page size: 15 • Go							1 items in 1 page(s)
Grant Number Organization Name	Current Budget Period	Current Project Period End Date	CRS-EIN	Grant Role	Grant Active	Last Award Issue Date	Options
Y		T T	Y	All 🔻 🍸	All 🔻 🍸		
► H80CS	06/01/2019-05/31/2020	05/31/2021		Other, FRA	Yes	11/12/2019	😁 Grant Folder 🔻
H () H Page size: 15 Y Go							1 items in 1 page(s)

3. Click on <u>Grant Folder</u> link against the Health Center (H80) grant registered to your EHBs profile as shown in **Figure 1.3**.

Figure 1.3: Grant Folder link on the My Grant Portfolio - List page



Note:

If you do not see a Health Center (H80) grant on the **My Grant Portfolio – List** page, you must add the grant to your EHBs portfolio first. To learn how to do this, click on the video link: <u>Video - How to</u> Add a Grant to the EHBs Portfolio

4. From the **Grant Home** page, under the 'requests' section, click on <u>+ View More</u> link followed by the <u>Loan Guarantee Program Applications</u> link as shown in **Figure 1.4.**

Figure 1.4: Loan Guarantee Program Applications link

are here: Home » Grants » Browse » Grant Folder [🔚]	
🖶 Grant Home	
▶ H80C	
▶ Resources 🗳	
Grants	
Submissions	Requests
Work on Financial Report	Applications
Work on Progress Report	Existing Prior Approvals
Performance Report	Request New Prior Approval
Work on My NCC Report	Existing H80 Health Center CIS
Work on Other Submissions	Request New H80 Health Center CIS
	Legacy H80 Health Center CIS
	Manage HCCN PHCs
+ View More	Loan Guarantee Program Applications
	- View



The <u>+ View More</u> link will change to <u>- View Less</u> and back to <u>+ View More</u> when clicked again. You will be navigated to the **Loan Guarantee Program (LGP) Applications – List** page within the LGP Application module once selected.

3.1. Loan Guarantee Program (LGP) Applications Module

From the Loan Guarantee Program (LGP) Applications – List page, you can:

- 1. Start a Loan Guarantee Application
- 2. Search for Loan Guarantee Application(s) that have previously been created and/or submitted to HRSA
- 3. View Details of the for LGP Application(s)
- 4. Access Change Requested Applications/Commitment Letter and Supporting Documents (if approved)

4. Starting Application

To create a Loan Guarantee Application, from the Loan Guarantee Program (LGP) Applications – List page:

- 1. Click on Create Application button, a Confirmation screen opens.
- 2. Click **Confirm** to create a new application as shown is **Figure 2**.

Figure 2: Create Loan Guarantee Application

E Loan Guarantee Program (LGP) Applications - List						
Note: HRSA's Health Center Facility Loan Guarantee Program (LGP) supports loans to eligible Health Center	nter Program awardees for the construction	/expansion, alteration/renovation a	and modernization of health cente	er medical facilities. The EHB LGP module sup	orts the application submission and review process for is	ssuing loan guarantees.
Create Application						遭 Detailed View Q Search
Date Created		Grant Number	C Grantee Name	Application Submission Status	HRSA Review Status	Options
	Confirmation			0	•	
Acceptable Use Policy Accessibility Viewers And Players Contact Us	Warning: Are you sure you want to create n click on 'Cancel' button.	ew LGP Application for the grant H	80C5 1? If yes, click on 'Con	nfirm' button. Otherwise,	Product: LGP Platform #: 1.7.0 Build #	t 1.0.0 Environment: UTL29
Last Logie:	Cancel			Confirm		

Note:

If you do not have the privileges to create an application, you will not see the **Create Application** button.

IMPORTANT NOTE:

To submit the application, the AO must have the 'Create/Edit' LGP privilege. This privilege must be given by the Project Director (PD) to the Authorizing Official (AO). See how to authorize peers to work on an application in the <u>Grants Access and Registration FAQs</u> in the EHB's Knowledge Base.

3. Once you create the application, the system opens the **Status Overview** page of the Loan Guarantee Application as shown in **Figure 2.a.**



Figure 2.a: Status Overview page

*	🗵 Loan Guarantee Program (L	GP) Application - Status C	Overview		
*					
	LGP-000042: RESTAURANTS MCCARRY SER	VICES, Bicknell, UT		Forms Overview	
tion 👻					
	Resources 🗷			Last Updated On: N/A	
prrower's	Action History Application Version History User	Suide Lender Correspondence			
ender				7	0
n	LGP Application			× Not Complete	✓ Complete
an Information					
oject	Forms	Status	Last Updated	Lender Correspondence	
oject Funding	LGP Application:			Click on the link below to manage lend	nder correspondence.
ources	Forms:			C Manage Lende	r Correspondence
tachments	Part A. Borrower's Information	× Not Complete			
s Certification	Part B. Lender Information	× Not Complete			
ions 👻	I Part C. Loan Information	× Not Complete		Submit and Print	
espondence	@ Part D. Project Information	× Not Complete		Make sure you have completed all th	e required information befo
nder	Part E. Project Funding Uses & Sources	× Not Complete		submitting this application.	
ence	Part F. Attachments	× Not Complete		C Not	
	Borrower's Certification and Agreement	× Not Complete			
pplications List				I Print A	pplication

Notes:

- Make a note of the Application Tracking Number LGP-XXXXXX. This number will serve as a reference for future correspondence or inquiries from HRSA.
- Within the Application, you can navigate to the corresponding Forms via the <u>Left Menu</u> links or the <u>Form Links</u> from the Status Overview page.

4.1. Completing Application

The Loan Guarantee application consists of the following main forms/sections:

- Part A. Borrower's Information
- Part B. Lender Information
- Part C. Loan Information
- Part D. Project Information
- Part E. Project Funding Uses & Sources
- Part F. Attachments
- Borrower's Certification and Agreement

All forms must be completed in order to submit the application to HRSA.



4.1.1. Completing Part A. Borrower's Information

The **Part A. Borrower's Information** form captures the basic information about the borrower (i.e., Applicant/Grantee) and the Contact Person(s), as in **Figure 3**.

Figure 3: Part A. Borrower's Information form

Borrower Information							
Legal Name]	
Doing Business As (D/B/A)							
H80 Grant Number		_					
* Street Address (Number and Name (and Urbaniz (e.g., 23030 Indian Creek Dr)	ation for Puerto Rico))	Provide a response feature	or this field				
Secondary Street Address - Select One		Select	,	•			
Secondary Street Address - Number							
* City		Provide a response feature	or this field				
* State		Provide a response for Select	or this field	r			
*Zip Code (e.g., 20166 or 20166-6721)		Provide a response feature	or this field				
★ Tax Identifier		Provide a response feature	or this field				
Contact Person(s)							
Primary Contact Person is required.							
First Name	Last Name		Project Title	Phone Number	Email	Primary Contact Person?	Action
Provide a response for this field	Provide a response for	this field	Provide a response for this field	• Provide a response for this field	• Provide a response for this	Select •	X Delete
+ Add Row							

To complete this form, follow the steps below:

- 1. Provide the required Borrower Address Information.
- 2. Provide the details of the Primary Contact Person/Point of Contact for the application.
 - a. Only one contact can be primary
 - b. To add additional contacts, click the Add Row button
 - c. To delete a contact, click the **Delete** button against the corresponding contact

Note: Do not click <u>**Delete</u>** until you are absolutely sure of deleting the information. The record will be deleted immediately upon clicking the button, without any additional warnings.</u>

Once the information is entered, click the **Save and Continue** button to proceed.

4.1.2. Completing Part B. Lender Information

The **Part B. Lender Information** form captures the basic details (Name and Address), Primary and Secondary Contact Person(s) information of the Lender(s) involved, as in **Figure 4**.



Figure 4: Part B. Lender Information form

Lender Information	
Primary Lender information is required.	
O Provide at least one primary lender information.	
Lender Information: 1	x Delete
Lender Details	
* Lender Name	Provide a response for this field
* Primary Lender	Provide a response for this field Select T
★ Street Address (Number and Name (and Urbanization for Puerto Rico)) (e.g., 23030 Indian Creek Dr)	Provide a response for this field
Secondary Street Address - Select One	Select ·
Secondary Street Address - Number	
* City	Provide a response for this field
* State	© Provide a response for this field Select One •
* Zip Code (e.g., 20166 or 20166-6721)	Provide a response for this field
* Tax Identifier	Provide a response for this field
Primary Contact Person	
* First Name	Provide a response for this field
* Last Name	Provide a response for this field
* Title	Provide a response for this field
* Phone Number	Provide a response for this field
* Email	Provide a response for this field
Secondary Contact Person(s)	
Provide the First Name, Last Name, Title, Phone Number and Email information	son of the secondary contact person(s).
Secondary Contact Person(s) Information	
	01000 diversities
+ Add Lender	

To complete this form, follow the steps below:

- 1. Provide the required Name, Address and Tax identifier Information of the lender.
- 2. Provide the details of the Primary Contact Person/Point of Contact for the Lender.
- 3. Optionally, you can provide the details of the Secondary Contact Person(s).
- 4. Only one Lender can be primary.
 - a. To add additional Lender details, click the Add Lender button
- To delete a Lender's Information (i.e., Lender Details, Primary Contact Person and Secondary Contact Person(s)), click the <u>Delete</u> button under the corresponding Lender Information – x section

Note:

Do not click **Delete** until you are absolutely sure of deleting the information. The record will be deleted immediately upon clicking the button, without any additional warnings.

Once the information is entered, click the **Save and Continue** button to proceed.

4.1.3. Completing Part C. Loan Information

The **Part C. Loan Information** form captures the Loan-related details (amount, term, amortization, Interest and Collateral) information for the entire application, as shown in **Figure 5**.



Figure 5: Part C. Loan Information form

Loan Information	
* Loan Amount (\$)	Provide a response for this field
★ Loan Term (Years)	Provide a response for this field Select
* Loan Term (Months)	Provide a response for this field Select
* Interest-only Period (Years)	Provide a response for this field Select v
* Interest-only Period (Months)	Provide a response for this field Select v
* Amortization Period (Years)	Provide a response for this field Select v
* Amortization Period (Months)	Provide a response for this field Select v
* Proposed Interest Rate (%)	Provide a response for this field
* Interest Type	Provide a response for this field Select
If 'Interest Type' selected is 'Variable', cite index & adjustment frequency	
★ Collateral (Provide at least one Physical Site address as 'Collateral')	0'1000 characters Provide a response for this field
	0/1000 characters



To complete this form, follow the steps below:

- 1. Provide the following required information related to the loan:
 - a. Loan Amount
 - b. Loan Term (years and months)
 - c. Interest Period (years and months)
 - d. Amortization Period (years and months)
 - e. Proposed Interest Rate & Interest Type
 - f. Collateral (Complete information about the Collateral offered for the Loan)

Once the information is entered, click the **Save and Continue** button to proceed.

4.1.4. Completing Part D. Project Information

The **Part D. Project Information** form captures the Project Type(s) and Site(s) for the Loan application, as shown in **Figure 6.**

Figure 6: Part D. Project Information form

Project Information							
Project Type							
Check all that apply. At least one 'Project Type' is re	equired.						
★ Project Type	 Select at least New Construct Alteration/Rem Land Acquisiti Facility Acquisi Other 	ion ovation on					
Other Description							
Site Information							
 Add at least one 'Site' under the project. For each site added in this form, attach a separate form of the application. Add Site 	'Environmental Inform	nation and Documentation (EID) Checkli	st' attachment and 'I	Environmental and H	listoric Preservation	Documentation' attachment(s) in the 'Pa	rt F. Attachment'
• Add at least one Site							
Street Address (Number and Name)		City	State	Zip Code	Site in Scope	Site Control	Action
Contractor Details							
* Contractor name and experience, if selected, or status of selection	 Provide a response 	onse for this field					



To complete this form, follow the steps below:

- 1. Provide the Project Type(s).
- 2. Add Site(s) for the project by completing the following step(s) as applicable:
 - a. Click Add Site button
 - b. The Part D. Project Information Add Site(s) overlay opens, as shown in Figure 6.a.
 - **c.** To add site(s) from within the Health Center's current scope:
 - i. Select the 'Within Current H80 Scope' option
 - ii. Choose the Site(s) to be added to the application
 - **iii.** Enter the required information
 - iv. Then click Add button, as shown in Figure 6.b.
 - **d.** To add a new site outside the Health Center's current scope
 - i. Select the 'Outside Current H80 Scope (New Site)' option
 - ii. Enter the required information
 - iii. Then click Add button, as shown in Figure 6.c.
- 3. Provide the required Contractor Details (Contractor name and experience, if selected, or status of selection).

Figure 6.a: Part D. Project Information - Add Site(s)

oject Information	Part D. Project Information - Add Site(s)	G
Project Type		-
Check all that apply. At least one 'Project Type' is requ	Add Site From	
Project Type	Within Current H80 Scope Utside Current H80 Scope (New Site)	
	Cancel	
ther Description		
ite Information		
 Add at least one 'Site' under the project. For each site added in this form, attach a separate 'En 	virc	
Add Site	1	



Figure 6.b: Part D. Project Information - Add Site(s) - Within Current H80 Scope

n D. F	Project In	formation -	Add Site(s)				
Add Site Fr	rom						
Withir	n Current H80 \$	Scope					
Outsid	de Current H80	Scope (New Site)					
Add an e	existing Site						
🕕 Add at	t least one site	with complete info	rmation.				
Add at Select	t least one site Site Name	with complete info	rmation. City	State	Zip Code	Site In Scope	Site Control
				State NY	Zip Code 93842-2702	Site In Scope Yes	Site Control Select •
Select			City				

Cancel

Notes:

- On the active sites in scope will show up when you select the 'Within Current H80 Scope' option.
 - New Site(s) added to a Change in Scope (CIS) request which is currently submitted/under review will not show up when you select the 'Within Current H80 Scope' option
- If you'd like to propose a new site to the project via the LGP application, you must choose the 'Outside Current H80 Scope (New Site)' option and simultaneously submit a Change in Scope (CIS) request through the EHBs, prior to submitting the LGP application.



Figure 6.c: Part D. Project Information - Add Site(s) - Outside Current H80 Scope (New Site)

art D. Project Information - Add Site(s)			
dd Site From			
Within Current H80 Scope Outside Current H80 Scope (New Site)			
Add a New Site			
★ Street Address (Number and Name (and Urbanization for Puerto Rico)) (e.g., 23030 Indian Creek Dr)	Provide a response for this field		
Secondary Street Address - Select One	Select •		
Secondary Street Address - Number			
★ City	Provide a response for this field		
★ State	Provide a response for this field Select V		
★ ZipCode (e.g., 20166 or 20166-6721)	Provide a response for this field		
Site in Scope?	No		
★ Site Control	O Provide a response for this field Select ▼		

Cancel

Notes:

- Once you add a site, click **Save** to add the site to the application
- For each site added in this form, you must attach a separate 'Environmental Information and Documentation (EID) Checklist' attachment in the 'Part F. Attachment' form of the application.
- To complete this form, all sites added must have unique address (Street Address (Number and Name), City, State and Zip Code combination) and Site Control information irrespective of the source of the site (Within Scope or Outside Scope). Otherwise, system will treat the sites as 'Duplicate'.
- Applications proposing a project at a new site not currently in the approved scope of project must submit a Change in Scope (CIS) request through the EHBs while simultaneously submitting the LGP application.

See the FAQs about how to <u>Create and Submit CIS requests</u> in the EHB's Knowledge Base.

Once the information is entered, click the **Save and Continue** button to proceed.



4.1.5. Completing Part E. Project Funding Uses & Sources

The Part E. Project Funding Uses & Sources form captures the Use(s) of the Loan Amount and the amount

from each of the applicable Sources for the Loan application.

To complete this form, follow the steps below:

- 1. Provide at least one 'Use'.
 - a. You have the option to provide the amount breakdown against the predefined 'Uses' (e.g., Land/Building Acquisition, Furnishings, Fixtures & Equipment etc.) or up to five custom 'Uses' via the 'Other (Specify)' option, as shown in **Figure 7.a**.
- 2. Via the 'Source' section, indicate amount from each source In-Hand or Committed, and if the funds are restricted to a specific use, as shown in **Figure 7.b.**
 - a. You must provide the 'Guaranteed Loan' source.
 - b. You may provide the other Source(s) as applicable

Figure 7.a: Part E. Project Funding Uses & Sources form – 'Uses' section

1. Uses						
Note: Check all that apply and provide total amount. Al least one 'Use' must be selected.						
O At lease one 'Use' must I	be provided					
Select Use		Amount (\$) greater than zero	Comments (if any)			
No 🔻	Land/Building Acquisition					
			0/1000 characters			
No v	Hard Construction Costs					
			h.			
	Construction Contingency		0/1000 characters			
No *	Consudcation Commigneticy					
			d/1000 characters			
No ¥	Environmental Remediation					
			0/1000 characters			
No 🔻	Furnishings, Fixtures & Equipment					
			0/1000 charaoters			
No ¥	Soft Costs (Professional & Other Fees)					
			0/1000 characters			
	Soft Costs Contingency		u noo onanioons			
No						
			0/1000 sharasters			
No 🔻	Lender's Fees & Expense					
			0/1000 charadem			
No •	Other (Specify)					
			- A			
			0/1000 characters			
No ¥	Other (Specify)					
			// 0/1000 charaoters			
No	Other (Specify)					
10	Oniei (Specity)					
			0/1000 characters			
No *	Other (Specify)					
			0/1000 characters mo			
No *	Other (Specify)					
			ß			
D1000 deaders						
	iotal (a)	0				



2. Sources					
Note: Indicate amount from each source In-Hand or Committed, and if the funds are restricted to a specific use. If you'd like to provide additional documentation, use 'Other Attachments' on Part F for this purpose.					
Select	Source	Amount - In-Hand (\$)	Amount - Committed (\$)	Comments/Documentation (Required if amount is entered against a source)	Use Restrictions (if any)
Yes v	Guaranteed Loan			O Comments/Documentation is required when the corresponding row selection is 'Yes'.	
		Amount (In-Hand) or Amount (Committed) is required when the corresponding row selection is 'Yes'.	Amount (In-Hand) or Amount (Committed) is required when the corresponding row selection is 'Yes'.		0/1000 characters
				0/1000 characters	
No T	Borrower's Funds				
				0/1000 characters	/i 0/1000 characters
No	Other (Specify)				
				0/1000 characters	0/1000 characters
No *	Other (Specify)				
				0/1000 characters	// 0/1000 characters
No •	Other (Specify)				
				0/1000 characters	0/1000 characters
	Total (\$)	0	0		

Note:

Use the 'Other Attachments' on Part F Attachments form if you'd like to provide additional documentation for the Project 'Sources'.

Once the information is entered, click the **Save and Continue** button to proceed.

4.1.6. Completing Part F. Attachments

The **Part F. Attachments** form captures the required documentation required for the Loan application, and also provides the opportunity for the applicants to provide any supporting documentation (as applicable). To complete this form, follow the steps below:

- 1. Provide the following required documentation/attachments:
 - a. Environmental Information and Documentation (EID) Checklist and Environmental/Historic Preservation Documentation [One for each site added in Part D. Project Information form]
 - b. Lender's Commitment Letter
 - c. Health Center Business Plan
 - i. Organization Description [either as an attachment or as narrative text]
 - ii. Management and Governance [either as an attachment or as narrative text]
 - iii. Project Description
 - iv. Financial/Operating Projections
 - d. Four Year's Audited Financial Statements
 - e. Four Year's Historical Visit Volume and Patient Services Payor Mix
 - f. Project Development Due Diligence
 - i. Schematic Design Plan
 - ii. Status of Regulatory and Building Department Approvals for Projects not yet in Construction
 - g. Property Appraisals Appraisal for Owned and Leased Properties (As-built, as Warranted)
- 2. Provide the following documentation/attachments as applicable:
 - a. Lender's Certification and Agreement



b. Other Attachments

Once the information is entered, click the **Save and Continue** button to proceed.

Note: Documents uploaded should not include documents embedded within a parent document. All documents should be uploaded individually to the corresponding sections.

4.1.7. Completing Borrower's Certification and Agreement

The **Borrower's Certification and Agreement** form captures the information regarding the representative submitting the application for the Borrower (Applicant), Agreement and Digital Certification, as shown in **Figure 8.**

Figure 8: Borrower's Certification and Agreement form

Borrower Information						
Borrower Name						
* Representative Name	Frovide a response for this field					
★ Representative Title	Provide a response for this field					
Certification and Agreeement						
* As the Borrower's representative, I certify that the organization applying for this loan and loan guarantee is in good standing with the Health Resources and Services Administration, does not have any judgments against it by the United States and is not presently delinquent on any non-tax debt, Federal or other. I further certify that the information entered into or attached to this application is correct.			Provide a response for this field Check to certify			
* Date (Format: mm/dd/yyyy)	0	Provide a response for this field				

To complete this form, follow the steps below:

- 1. Provide the required Representative Information
- 2. Read the Agreement and check the box to digitally certify
- 3. Provide the required Certification Date (must be between the date the application is created and present)

Once the information is entered, click the **Save and Continue** button to proceed.

General Note:

While completing the application, it is recommended to periodically (e.g., every 10 to 12 minutes) save the information into the system by clicking **Save** button on a form, so that the application information is not accidently lost.



4.1.8. Requesting and Uploading Lender Documents

When an LGP application requires supporting lender documents to be submitted directly to HRSA by the lender, such requests can be managed on the **Manage Lender Correspondence** page. This page is accessible within the application. The **Manage Lender Correspondence** page, as shown in **Figure 9**, allows the applicant to create and cancel lender requests (made by applicant only), view the status of lender requests created by applicant or by HRSA on behalf of the applicant, and upload lender documents received outside of EHBs.

Figure 9: Manage Lender Correspondence page

Manage Lender Correspondence								
▼ LGP-000042								
Grant Number : H80	CS00894		Applicant Name : RESTAUR/	ANTS MCCARRY SERVICES		City : Bicknell		
State : Utah			Zip Code : 84715					
▼ Resources 🖉								
Application Version H	listory							
	Note: Londer requests sent by Grantee and HRSA for this LOP application are displayed in the table below. To request documents from a kinder, click on the "Create Lender Request" button. The kinder will receive an email notification when the request is submitted. Cnoc kinder responds you will be notified via email and the Response Status will be updated to "Submitted". Conj. HRSA staff will have access to the kinder response.						response.	
• Create Lender Re	quest							
CR Tracking N	umber	Request Type	Request Sent To	Lender Organization	Due Date	Date Submitted by Recipient	Response Status	Options
> ECLGP-000042	-02	Application Support Documents	User, Lender	Sona Bank	Nov 30, 2020	Nov 05, 2020	Submitted	C* View Request
> ECLGP-000042	-01	Application Support Documents	User, Lender	Sona Bank	Nov 30, 2020		Not Started	2º View Request 📼
* Lender Documer	nts							
Note: Use the doc	Keter Use the document upload centrols below to upload lender documents received via communication channels other than the lender requests above.							
Application S	Application Support Documents (Minimum: 0 - Maximum: 20) (Current attachment count: 0)							
Drop or Upload Files 1. Acceptable Formats: doc, docx, rtl, txt, wink, msg, jpg, jpeg, tilf, xtd, ppt, pptx								
Loan Closing Documents (Minimum: 0) (Current attachment count: 0)								
Drop or Upland Files 1								
	Acceptable Formats: doc, docx, rtf, txt, wpd, pdf, xis, xisx, msg, jpg, jpeg, tif, xidi, ppt, pptx Scient Tim							
h	L							

Go to Previous Page

To upload supporting documents sent by lender directly to applicant, follow the steps below:

- 1. Navigate to the **Manage Lender Correspondence** page via application Left Menu or from the **Lender Correspondence** widget on the **Status Overview** page.
- 2. Under Lender Documents section, drag and drop documents to Application Support Documents or Loan Closing Documents attachment section, as applicable, or use Select Files buttons to attach the documents.

IMPORTANT NOTE:

When uploading supporting documents sent by lender directly to applicant, exclude or redact any sensitive personally identifiable information (PII) prior to uploading documents.

Additionally, documents uploaded should not include documents embedded within a parent document. All documents should be uploaded individually to the corresponding sections.

See below examples of sensitive and non-sensitive PII:



- Non-Sensitive PII includes name, email (work/personal), home address (work/home), performance plans (sans ratings), phone number (work/home), position descriptions
- Sensitive PII includes:
 - If stand-alone: alien registration number, biometric identifiers, driver's license or state ID, financial account number, passport number, social security number, truncated SSN's, Taxpayer ID, Military ID, and PHI.
 - If linkable to Non-Sensitive PII: account passwords, citizenship or immigration status, criminal history, date of birth, ethnic or religious affiliation, medical information, mother's maiden name, place of birth, sexual orientation.

To create a lender request, follow the steps below:

- 1. On the Manage Lender Correspondence page click on Create Lender Request button, as shown in Figure 9.
- 2. Create Lender Request page will be loaded, as shown in Figure 10.
- 3. Provide the required Lender Contact Information.
- 4. Requestor Contact Information and Loan Guarantee Applicant Information is pre-populated.
- 5. Provide the required Request Details.
- 6. Optionally, you can attach supporting documents to the request.
- 7. Click on **Submit** button.

Notes:

- If the Requestor Contact Information listed on the request is incorrect, see how to update contact information in <u>User Profile Management FAQs</u> in the EHB's Knowledge Base.
- Lender will receive an email at the address provided in Lender Contact Information section.
- If lender does not respond to the request by the selected due date, request will expire.
- Subject is pre-populated but can be edited.
- Lender's response and the documents uploaded in **Lender Documents** section will be available to HRSA along with submitted LGP application.

Lender request(s) created by applicant can be canceled before it expires, or before lender responds. To cancel lender request(s), follow the steps below:

1. Under the 'Options' column, expand the **View Request** dropdown and click on the **Cancel Request** option for the lender request.



Figure 10: Create Lender Request page

Create Lender Request				
▶ LGP-000039				
▶ Resources ⊡*				
Fields with 🖈 are required				
Lender Contact Information				
★ First Name	Provide the First Name.			
★ Last Name	Provide the Last Name. 090			
* Lender Organization	Provide the Lender Organization.			
★ Email	Provide the Email in the formal 'username@domain.xyz'.			
Requestor Contact Information				
Note: This information will be included in the request to recipient				
Organization Name	LINDLE ENGS HOSPITAL			
Contact Person	Silvester Veillon			
Email	reitester1@hotmail.com			
Phone	(000) 000-0000			
Loan Guarantee Program Applicant Information				
• Note: This information will be included in the request to recipient				
Organization Name	LINDLE ENGS HOSPITAL			
Contact Person	Silvester Veillon			
Email	roitester1@hotmail.com			
Phone	(000) 000-0000			
Request Details				
★ Request Type	Select the Request Type Select a request type ✓			
Description (required if selected request type is 'Other')				
★ Due Date	Provide a date in the format MMDD0YYYY for the Due Date.			
★ Subject	HRSA Loan Guarantee Program - New Documentation Request			
★ Message	● Provide the Message.	C		
	body p O Max 5000 Characters with spaces 5000 characters left	A		
	Max Sour Unaraces was species. Sour characters less			
Supporting Documents (Minimum: 0 - Maximum: 5) (Current attachment count: 0)				
	Dreo or Upload Files 1. Acceptable Formati: doc, docx, rtf, txt, pdf, rts, rdsx, rag, jpg, jpeg, ppt, pptx.			
Cancel		Submit		



4.1.9. Reviewing and Submitting Application to HRSA

To review and submit the application, follow the steps below:

- Navigate to the Status Overview page of the application either via the Left Menu or after completing the Borrower's Certification and Agreement form and click of Save and Continue button.
- 2. On the Application Status Overview page, verify that the status of all the forms is 'Complete'.
 - a. If not, access the corresponding form(s) and complete them first and navigate back to the **Status Overview** page
- 3. At the bottom right corner of the **Status Overview** page, you will see a **Submit and Print** widget with **Submit to AO** link if you are not the AO (e.g., PD) or a **Submit to HRSA** link if you are the AO. Only the Authorizing Official (AO) registered to the grant and having the LGP privileges can submit to the application to HRSA. If you are not the AO, click the **Submit to AO** link to notify the AO that the application is ready to be submitted to HRSA.
 - a. The AO can submit the application after review or can notify and "request change" from the PD

IMPORTANT NOTE:

To submit the application, the AO registered to the grant must have the 'Create/Edit' LGP privilege.

If you are both the AO for the organization and the Project Director (PD) for the grant, you will have this privilege by default. However, if you are the AO for the organization but not the PD for the grant, this privilege must be given by the Project Director (PD).

See how to authorize peers to work on an application in the <u>Grants Access and Registration FAQs</u> in the EHB's Knowledge Base.

4. After the AO clicks the **Submit to HRSA** link, the system opens a confirmation page with a confirmation note. Click **Confirm** to submit the application to HRSA.

4.1.10. Accessing Change Requested Application or Commitment Letter (If Approved)

To access, revise and resubmit the application after a change has been requested by HRSA, navigate back to the **Loan Guarantee Program (LGP) Applications – List** page (*by following Steps 1-4 from Section 3*).

To access Commitment Letter and Other Supporting Documents (*applicable for an application that has been approved by HRSA only*):

- Navigate back to the Loan Guarantee Program (LGP) Applications List page (by following Steps 1-4 from Section 3).
- Against the 'Approved' application, under the 'Options' column, expand the dropdown and click on the Commitment Letter link.



4.2. Technical Assistance and Contact Information

- For technical questions or difficulties reading an LGP Application, contact <u>Health Center Program</u> <u>Support</u> or call 877-464-4772. 7 a.m. to 8 p.m. ET, Monday - Friday (except federal holidays)
- For questions on how to complete an LGP Application, or to submit an inquiry via the BPHC Contact From, navigate to <u>BPHC Contact Form</u>