

Oregon Health Care Provider Incentive Loan Repayment & COVID-19 FAQs

My practice site has me working remotely and/or providing telehealth services, does this count towards completing my service obligation?

All patient encounters, including telehealth or other distance delivery methods, will count towards completing your service obligation while Oregon is under a State of Emergency.

During my practice site's response to COVID-19, when should I contact ORH?

If your care delivery method, duties, hours, or employment status have changed please contact ORH at ruralworkforce@ohsu.edu. We will work with you to ensure you are able to continue to meet the needs of your community, while staying compliant with the program's requirements.

My role, hours and care delivery method have not changed. Do I still need to respond to ORH's March 17 email?

Yes. Even if your role, hours and care delivery method have not changed, please reply to the email with a simple **"No changes at this time"**. This will help ORH and OHA accurately track your activities at your practice site, as well as your time and care delivery method. Your response is part of a larger data gathering process to ensure we are supporting all clinicians in the program at this time, not just those experiencing changes.

I have been laid off, will this place me in violation of my service agreement?

If you have been laid off, or if your practice site has sent you home without a plan to provide services from a distance, contact ORH as soon as possible at ruralworkforce@ohsu.edu. ORH will work with you to remain compliant with your service obligation.

Will my disbursements be delayed?

OHA will typically issue disbursements within 30 days from the 1st Monday of the new quarter. Due to OHA's own COVID-19 response efforts, disbursements are expected to be on time, but may be slightly delayed. If a delay is to occur, ORH will notify you as we become aware. The best thing you can do to ensure your disbursement is issued on time is to submit your invoice and required loan documentation when requested to do so by ORH. If it has been more than 45 days since the 1st Monday of the new quarter and you have yet to receive your disbursement, please contact ORH at ruralworkforce@ohsu.edu

The Federal Government enacted a bill that will place my loans in deferment during the State of Emergency; will this put me in violation of my service agreement?

U.S. Department of Education loans placed in a suspended status will remain program eligible during the State of Emergency. If you remain active in the program, and receive disbursements, you will be required to fully apply your disbursements to your approved loans. You will also be required to submit all required quarterly documentation and verifications. ORH encourages all awardees to research the options your loan provider may offer and contact ORH at ruralworkforce@ohsu.edu if you have any questions.