


General Information		
<b>PTA / PIA Name:</b>	HRSA - BMISS Cloud - QTR2 - 2025 - HRSA1438942	<b>PTA / PIA ID:</b> 3924310
<b>Component Name:</b>	HRSA - BHW Management Information System Solution (Cloud)	<b>ATO Boundary Name:</b> BHW Management Information System Solution
<b>Overall Status:</b>	Complete 	<b># of Days - Open:</b> 181
<b>Submitter:</b>		<b>Submit Date:</b> 12/15/2025
<b>Next Assessment Date:</b>	12/22/2028	<b>Expiration Date:</b> 12/22/2028
<b>Office:</b>		<b>OpDiv:</b> HRSA
<b>Security Categorization:</b>	Moderate	
<b>Make PIA available to Public?:</b>	No	<b>PIA Required:</b> Yes
<b>General 01:</b>	Identify the Enterprise Performance Lifecycle Phase of the system.	Operations and Maintenance
<b>General 02:</b>	Is this a FISMA-Reportable system?	Yes
<b>General 03:</b>	Does the system have or is it covered by a Security Authorization to Operate (ATO)?	Yes
<b>General 04:</b>	ATO Date or Planned ATO Date.	1/10/2024
<b>General 05:</b>	Is the system or electronic information collection, agency or contractor operated?	Contractor
<b>History Log:</b>	<a href="#">View History Log</a>	

Privacy Threshold Analysis		
<b>Privacy Threshold Analysis</b>		
<b>PTA 01:</b>	Point of Contact (POC) Name	Osman Kendawi
<b>PTA 01A:</b>	POC Title and Organization	IT Specialist (ISSO)
<b>PTA 01B:</b>	POC Email Address	okendawi@hrsa.gov
<b>PTA 01C:</b>	POC Phone Number	N/A
<b>PTA 02:</b>	Indicate the following reason(s) for this PTA. Choose from the following options.	Internal Flow or Collection
<b>PTA 02A:</b>	Describe in further detail any changes to the system that have occurred since the last PIA.	Requiring that all PTA and PIAs are updated and submitted with the new module.
<b>PTA 03:</b>	Is the data contained in the system owned by the agency or contractor?	Agency

<b>PTA 04:</b>	Please give a brief overview of the purpose of the system by describing what the functions of the system are and how the system carries out those functions in support of HHS.	The BMISS system supports the strategic goal of improving access to quality health care services by strategically supporting the National Health Service Corps (NHSC) and other supported BHW programs' delivery to medically underserved population. The BMISS portion of the platform provides an automated system that supports the entire lifecycle of these programs including application process, application review, selection and award along with participant monitoring and participant close out.
<b>PTA 05:</b>	List and/or describe all the types of information that are collected, maintained, and/or shared by the system regardless of whether that information is PII and how long that information is stored.	BMISS collects the following application data: Name, address(es), telephone number(s), email address(es), driver license, Passport, Social Security Number (SSN), Date of birth (DoB), Loan Information, Employment information, Commercial credit reports, Educational data, Medical data, Financial data, Payment data, Discipline and Specialty, Health professions, Licensure, Tax information, Military status, Personal Statement, Experience, Training and Certifications. An interface between BMISS and Unified Financial Management System (UFMS) has been established. UFMS provides tax documents to National Health Service Corp (NHSC) program participants regarding the funds for their service. Using the interface, BMISS exports the following information to UFMS: SSN, tax year. Also, the Health Workforce Connector collects Professional and Education information, including but not limited to collection of employment, training, education, and certification information and gives the user the ability to control privacy settings. other type of information collected: Personal Information - location, title, field of practice, email address, phone number Experience - Residency location, position, time-period, Training and Certifications - Picture, email address, phone number.
<b>PTA 05A:</b>	Are user credentials used to access the system?	Yes
<b>PTA 05B:</b>	Please identify the type of user credentials used to access the system.	HHS User Credentials HHS Email Address HHS Username Non-HHS User Credentials Password Email Address

<b>PTA 06:</b>	Describe why each type of information is collected, maintained, and/or shared by the system. Specify what information is collected about each category of individual.	BMISS is used to collect personal, site, school, and financial information from Applicants, Schools, Sites, Participants and program stakeholders via a web-based front end and provides the ability to review, update and manage the data as well as record and update inquiry, compliance and self-service related information during and after participation in a Loan Repayment or Scholarship program. Program stakeholders of BMISS are: Nation Health Service Corps Loan Repayment Program (NHSC LRP), Nation Health Service Corps Scholarship Program (NHSC SP), Nursing Corps Loan Repayment Program (NCLRP), Faculty Loan Repayment Program (FLRP), Nursing Scholarship Program (NSP) The data collected contains, and is not limited to, mandatory personal information related to the applicant, SSN, address, and school information, date of birth (DOB), military status, credit report, address, phone number, email address, first and last name, emergency contact (names, phone number, email address), marital status, ethnicity, sex, language, race. Inquiries are sent by phone and via application. The Health Workforce Connector (HWC) is designed to be a job search platform which allows participants of NHSC loan repayment programs (LRPs) and scholarship programs (SPs) to search for open positions at sites located in areas of need. Although the Connector is geared towards program participants, the website is open to the general public and allows anyone to search for thousands of jobs at over 20,000 medical facilities across the nation. Site Admins (also called Site POC's) need the following information to review the applicant's skills, experience, etc. for that site's openings. Personal Information - location, title, field of practice, email address, phone number Experience - Residency location, position, time-period, Training and Certifications Picture, email address, phone number.
<b>PTA 07:</b>	Does the system collect, maintain, use, or share PII?	Yes
<b>PTA 08:</b>	Does the system include a website or online application?	Yes
<b>PTA 08A:</b>	Provide the URL(s).	<a href="https://programportal.hrsa.gov">https://programportal.hrsa.gov</a> (Publicly Accessible)  <a href="https://connector.hrsa.gov/connector">https://connector.hrsa.gov/connector</a> (Publicly Accessible)  <a href="https://bhwttools.hrsa.gov/jira">https://bhwttools.hrsa.gov/jira</a>  <a href="https://bhwttools.hrsa.gov/confluence">https://bhwttools.hrsa.gov/confluence</a>  <a href="https://bhwdashboards.hrsa.gov/">https://bhwdashboards.hrsa.gov/</a>  <a href="https://sdms.hrsa.gov">https://sdms.hrsa.gov</a>  <a href="https://bmiss.hrsa.gov">https://bmiss.hrsa.gov</a>
<b>PTA 08B:</b>	Are any of the website or online applications accessible by the public (including publicly accessible log in pages)?	Yes

<b>PTA 09:</b>	Describe the purpose of the website, who has access to it, and how users access the web site (via public URL, log in, etc.). Please address each element in your response.	The website is accessible via public internet by prospects from the general public inquiring about programs offers (Loan Repayment and scholarship programs). Members from the general public provide relevant information that is used to apply to specific program based on their level of experience to provide medical services to underserved communities within the United States. There are also Site Point of Contact
<b>PTA 10:</b>	Does the website have a posted privacy notice?	Yes
<b>PTA 11:</b>	Does the website contain links to non-federal government websites external to HHS?	No
<b>PTA 12:</b>	Does the website use web measurement and customization technology?	No
<b>PTA 13:</b>	Does the website have any information or pages directed at children under the age of thirteen?	No
<b>PTA 14:</b>	Does the system have a mobile application?	No
<b>PTA 20:</b>	Are any third-party websites or applications (TPWA) associated with the system?	No
<b>PTA 21:</b>	Does this system use artificial intelligence (AI) tools or technologies?	No

### Privacy Impact Assessment

#### Privacy Impact Assessment

<b>PIA 22:</b>	Indicate the type(s) of personally identifiable information (PII) that the system will collect, maintain, or share.	<ul style="list-style-type: none"> <li>Identifying Numbers <ul style="list-style-type: none"> <li>Social Security Number</li> <li>Driver’s License Number</li> <li>Passport Number</li> <li>Financial Account Information (e.g., account numbers, credit card numbers)</li> </ul> </li> <li>Biographical Information <ul style="list-style-type: none"> <li>Name</li> <li>Date of Birth</li> <li>Certificates (e.g., training certificates)</li> <li>Education Records</li> <li>Employment Status/History</li> <li>Legal Documents</li> <li>Military Status/History</li> </ul> </li> <li>Contact Information <ul style="list-style-type: none"> <li>Email Address (Personal)</li> <li>Mailing Address (Personal)</li> <li>Phone Numbers (Personal)</li> <li>Email Address (Business)</li> <li>Mailing Address (Business)</li> <li>Phone Numbers (Business)</li> </ul> </li> <li>Medical Information <ul style="list-style-type: none"> <li>Medical Records</li> </ul> </li> </ul>
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<b>PIA 23:</b>	Indicate the categories of individuals about whom PII is collected, maintained, or shared.	Employees/HHS Direct Contractors Grantees Members of the public
<b>PIA 24:</b>	Indicate the approximate number of individuals whose PII is maintained in the system.	50,000 – 99,999

**PIA 25:**

For what primary purpose is the PII used?

1. To identify and select qualified individuals to participate in NHSC programs. The process includes verifying program applicant's or participant's credentials and educational background, previous and current professional employment data and performance history information. The process also verifies that all claimed background and employment data are valid and all claimed credentials are current and in good standing from selection for an award through the completion of service, perform loan repayment and scholarship program administrative activities, including, but not limited to, payment tracking, deferment of the service obligation, monitoring a participant's compliance with the service requirements, determination of service completion, review of suspension or waiver requests, default determinations, and calculation of liability upon default. There is an option to import data from Department of Education system National Students Loan Data System (NSLDS) containing student and student loan information to the applicant's data fields for convenience as well as accurately collecting PII.

2. To monitor the services provided by the programs' healthcare providers.

3. To transfer information to the Unified Financial Management System (UFMS) for purposes of effecting payment of program funds (through the Department of the Treasury) and preparing and maintaining financial management and accounting documentation related to obligations and disbursements of funds (including providing notifications to the Department of the Treasury) related to payments to, or on behalf of, awardees.

4. The system collects user credentials from system users/ administrator in order to access the system.

5. To support a job search platform that allows participants of National Health Service Corp (NHSC) loan repayment programs (LRPs) and scholarship programs (SPs) to search for open positions at sites located in areas of need. Although the Connector is geared towards NHSC program participants, the website is open to the general public and allows anyone to search for jobs at over 20,000 medical facilities across the nation. These medical facilities, also known as 'sites', each feature a 'site profile' containing a variety of information intended to educate the viewer and inform them of any open opportunities at the site.

6. To support search by the Site POCs to review applicant profiles for job openings at the site. The search can only be based on type of skill requirements and not on individual names.

**PIA 26:**

Describe any secondary uses for which the PII will be used (e.g., testing, training, or research).

Research, Statistical information.

<b>PIA 27:</b>	Describe the function of the SSN, Truncated SSN, and/or Taxpayer ID. If the Taxpayer IDs collected are only for businesses include that in your response.	Required to make payments to awardees, for Tax documentation and matching of records between BMISS and external systems (i.e., HHS Program Support Center (PSC)).
<b>PIA 27A:</b>	Cite the legal authority to use the SSN, Truncated SSN, and/or Taxpayer ID. If the Taxpayer IDs collected are only for businesses, you may respond N/A.	IRC (Internal Revenue Code) 6109 Section 846 of the Public Health Service Act, as amended.
<b>PIA 28:</b>	Identify legal authorities, governing information use and disclosure specific to the system and program.	IRC (Internal Revenue Code) 6109 Section 846 of the Public Health Service Act, as amended.
<b>PIA 29:</b>	Are records in the system retrieved by one or more PII data elements?	No
<b>PIA 30:</b>	Identify the sources of PII in the system.	<p>Directly from an individual about whom the information pertains</p> <ul style="list-style-type: none"> <li>Hard Copy Mail/Fax</li> <li>Phone</li> <li>Email</li> <li>Online</li> </ul> <p>Government Sources</p> <ul style="list-style-type: none"> <li>Within the OPDIV</li> <li>Other Federal Entities</li> </ul> <p>Non-Government Sources</p> <ul style="list-style-type: none"> <li>Members of the Public</li> </ul>
<b>PIA 31:</b>	Is there an Office of Management and Budget (OMB) information collection approval number?	Yes
<b>PIA 31A:</b>	Provide the information collection approval number(s) and expiration date(s).	<p><a href="#">0906-0031</a> Expiration <a href="#">11/30/2026</a></p> <p><a href="#">0906-0087</a> Expiration <a href="#">04/30/2027</a></p> <p><a href="#">0915-0127</a> Expiration <a href="#">05/31/2027</a></p> <p><a href="#">0915-0278</a> Expiration <a href="#">04/30/2027</a></p> <p><a href="#">0915-0146</a> Expiration <a href="#">07/31/2026</a></p> <p><a href="#">0915-0337</a> Expiration <a href="#">07/31/2026</a></p>
<b>PIA 32:</b>	Is the PII in the system shared directly with other organizations outside the system's Operating Division?	Yes
<b>PIA 32A:</b>	Identify with whom the PII is shared or disclosed.	Within HHS
<b>PIA 32B:</b>	For each disclosure, name the organizations/systems the system shares PII with and the purpose(s) of the disclosure.	Unified Financial Management System (UFMS) - for financial (taxing) purposes.
<b>PIA 32C:</b>	List any agreements in place that authorize the information sharing or disclosure (e.g., Computer Matching Agreement (CMA), Memorandum of Understanding (MOU), or Information Sharing Agreement (ISA)).	BMISS holds a Memorandum of Understanding (MOU) information Program Management and System Policy (for Unified Financial Management System (UFMS) to ensure the integrity and availability of the data that is shared between the two systems.

<b>PIA 32D:</b>	Describe process and procedures for logging/tracking/accounting for the sharing and/or disclosing of PII. If no process or procedures are in place, please explain why not.	BMISS tracks every transaction that is sent to UFMS. This transaction report can be retrieved upon request.
<b>PIA 33:</b>	Is the submission of PII by individuals voluntary or mandatory as defined in the Privacy Act?	Voluntary
<b>PIA 34:</b>	Describe the method in place to notify and obtain consent from individuals whose PII will be collected. If no prior notice is given or consent cannot be obtained, explain why.	Prior to actually registering, individuals are asked to read the rules of behavior, non-disclosure, and Acceptable Use Policy posted on the site. They can only proceed into the system if they choose the "I ACCEPT" option on-screen which allows them to move forward. If individuals choose not to accept, then they are returned to the general information screen. Since this system is based on cycles, the 'I Accept' data field, stored in the database, is checked for each new cycle year and forces the user to re-acknowledge/re-accept. If changes occur to the object to the information collection, provide a Rules of Behavior, Non-Disclosure, and Acceptable Use Policy posted on the site during a new cycle year, then the updated notifications are posted on the site for the user to read during logon. For Connector, one of the screens, Privacy Settings, gives the user the option to make her/his profile to be Public or Private. If the user selects the Private option, no one is able to look at that user's profile except the user himself/herself.
<b>PIA 35:</b>	Describe the process to notify and obtain consent from the individuals whose PII is in the system when major changes occur to the system (e.g., disclosure and/or data uses have changed since the notice at the time of original collection). If they cannot be notified or have their consent obtained, explain why.	If any major change to the system, in regards to information sharing, the system will be used to notify participants of the change via email and/or popup notification upon login. It is not required for user credential PII. For the Connector application, a screen is presented to the user for consent. If the user clicks "OK" button, then user is presented with the login screen to proceed further. If the user selects "X", then the user is taken back to the previous screen.
<b>PIA 36:</b>	Describe the process in place to resolve an individual's concerns when they believe their PII has been inappropriately obtained, used, or disclosed, or that the PII is inaccurate. If no process exists, explain why not.	Awardees and potential awardees are informed of what PII is collected during the application process and on the website. It is not required for user credential PII. User enters PII as a part of an interactive online session.
<b>PIA 37:</b>	Describe the process in place for periodic reviews of the system to ensure the integrity, availability, accuracy, and relevancy of the PII in the system. Please address each element in your response. If no processes are in place, explain why not.	Applicants or participants can contact the Customer Care Center at 1-800-221-9393. Also available a TTY for hearing impaired: 1-877-897-9910 Monday-Friday (except Federal holidays), 8:00 am to 8:00 pm ET or email at GetHelp@hrsa.gov if they have concerns about the use of their PII. It is not required for user credentials PII.

<b>PIA 38:</b>	Identify who will have access to the PII in the system.	Users Administrators Developers Contractors Others
<b>PIA 38A:</b>	Select the type of contractor.	HHS/OpDiv Direct Contractors
<b>PIA 38B:</b>	Do contracts include Federal Acquisition Regulation (FAR) and other appropriate clauses ensuring adherence to privacy provisions and practices?	Yes
<b>PIA 38C:</b>	Identify the additional person(s) who will have access to the PII in the system not mentioned in the list above.	None to the best of our knowledge.
<b>PIA 39:</b>	Provide the reason why each of the groups identified in 38 needs access to PII.	Users: Anyone from the public applying to the application may see their own information. Administrators: Internal analysis. Developers: During design and development work. Contractors: HRSA OIT; Sapient: Direct contractors provide production support for the system and are required to have access to PII to resolve data issues such as an incorrect SSN or contact information, at the request of the PII owner. Others: Site (Facility) Admins to review user profile for job opportunities
<b>PIA 40:</b>	Describe the administrative procedures in place to determine which system users (administrators, developers, contractors, etc.) may access PII.	Organizational user who needs access to the system must have a position that requires access to that data and be approved by the internal officer's manager to have access to that data. The developers working on the system must obtain an approval from their managers and federal account manager. For the Connector application, the Site POCs can access and review individual user profile for open positions at their site. System administrators also have access to the individual user profile.
<b>PIA 41:</b>	Describe the technical methods in place to allow those with access to PII to access only the minimum amount of information necessary to perform their job.	Access to PII is role-based and only specific roles have access to PII. Only select analysts have access to SSN and Birth dates.
<b>PIA 42:</b>	Identify the general security and privacy awareness training provided to system users (system owners, managers, operators, contractors and/or program managers) to make them aware of their responsibilities for protecting the information being collected and maintained.	All organizational users are required to complete HHS annual security awareness training. The annual awareness training is required only for organizational personnel such as admins and contractors, but not for non-organizational (public) users.
<b>PIA 43:</b>	Describe the training system users receive above and beyond general security and privacy awareness training.	There is no additional privacy training beyond what is provided by HHS.

**PIA 44:**

Describe the process and guidelines in place for the retention and destruction of PII. Cite specific National Archives and Records Administration (NARA) records retention schedule(s) and include the retention period(s).

In order to dispose of the sensitive information when printed, it must be shredded. Addition information regarding retention and destruction of PII will be finalized during development of the records management portion and the SORN for this system. The Records Management Officer has been consulted, and we are working with Records Management Officer to obtain the appropriate records and retention schedule. Records are retained and disposed of as follows: - Files concerning participants who complete their obligations or whose obligations are waived, cancelled, or terminated are transferred to the Washington National Records Center in Suitland, Maryland and are destroyed 6 years after final payment, under disposition schedule HSA B-351 3. 1. The organization digitized and uploaded paper files concerning active participants in scholarship and loan repayment programs into BMISS. The paper files are stored at the Washington National Records Center and are destroyed 15 years after closeout, under disposition schedule N1-512-92-01, item 25P 1 and 2. Unfunded or withdrawn applicant records are destroyed 6 months after the close of each fiscal year application period, under disposition schedule DAA-0512-2014-0004-0056, DAA-0512-2014-0004- 0057, and DAA-0512-2014-0004-0058 section (6.2.1, 6.2.2, 6.2.3 respectfully).

**PIA 45:**

Describe how the PII will be secured in the system using administrative, technical, and physical controls. Please address each element in your response.

BMISS consists of a multi-tier architecture using a Windows environment with a custom front-end, a second tier of application servers, and a third tier of databases to encrypt and store data. All servers are configured to HHS security guidelines and reside at a secure data center within Azure Commercial Cloud environment.

Applicants and vendors access the system via the Internet, and register for a login and password to ensure that responsibility for data can be attributed to an individual.

Employees (and direct contractors) can only access the internal system via the HHS Intranet which requires dual factor authentication.

Communication between components is controlled through the use of Virtual Lan over TCP/IP protocol. Applicants and vendors connect over the internet via secure HTTP (https) using digital certificates and FIPS compliant SSL encryption to protect data in transmission. Internal users connect over the HHS intranet via secure HTTP (https) using digital certificates and FIPS compliant SSL encryption to protect data in transmission.

Physical Controls: Rooms where records are located are locked when not in use. During regular business hours, rooms are unlocked but are controlled by on-site personnel. Security guards perform random checks on the physical security of the offices (storage locations) after duty hours, including weekends and holidays.

Databases are hosted in Azure Commercial Cloud within the United States East Zone hosting environment.

## Review and Comments

### OpDiv Privacy Analyst Review

<b>Privacy Analyst Review Decision:</b>	Approved	<b>Privacy Analyst Review Date:</b>	12/18/2025
<b>Privacy Analyst Review Comments:</b>		<b># of Days - PA Review:</b>	3

### SOP Review

<b>SOP Review Decision:</b>	Approved	<b>SOP Review Date:</b>	12/22/2025
<b>SOP Review Comments:</b>		<b># of Days - SOP Review:</b>	4

### Agency Privacy Analyst Review

<b>Agency Privacy Analyst Review Decision:</b>	Approved	<b>Agency Privacy Analyst Review Date:</b>	12/23/2025
<b>Agency Privacy Analyst Review Comments:</b>	<p>Reviewer: Nestor Villafuerte</p> <p>12/23/2025 All comments have been addressed. This PIA is ready for SAOP review and approval.</p> <p>12/10/2025 Please see comments and update accordingly:</p> <p>PTA-5: Per PIA-22, please include "Driver license" and "Passport" as PII elements collected, stores, maintained, and shared within your response.</p> <p>PIA-22: Per PTA-5, please list "Financial Account Information" and "Legal Documents."</p>	<b># of Days - APA Review:</b>	1

### SAOP Review

<b>SAOP Review Decision:</b>	Approved	<b>SAOP Review Date:</b>	12/23/2025
<b>SAOP Review Comments:</b>		<b># of Days - SAOP Review:</b>	0

### SAOP Signature

Date	User	Type	Name	Original Value	New Value
12/23/2025 3:58 PM	BAUR, VANESSA	Signature	SAOP (Email PIN)		Content Signed

### Supporting Document(s)

Name	Size	Type	Upload Date	Downloads
No Records Found				

Comments				
Question Name	Submitter	Date	Comment	Attachment
PTA 05	VILLAFUERTE, NESTOR	10/21/2025	Per PIA 22, please include driver's license number in your response.	
PTA 05	BLAND, CRYSTAL	12/10/2025	Per PIA-22, please include "Driver license" and "Passport" as PII elements collected, stores, maintained, and shared within your response.	
PIA 22	BLAND, CRYSTAL	12/10/2025	Per PTA-5, please list "Financial Account Information" and "Legal Documents."	