

DEPARTMENT OF HEALTH & HUMAN SERVICES
Bureau of Health Professions

Public Health Service
Health Resources and
Services Administration
Rockville MD 20857

July 8, 1999

To: Lenders/Holders/Service providers Participating in the Health Education Assistance
Loan (HEAL) Program
Subject: (1) Amendment to Policy Memorandum L-1999-6 on the Exceptional
Performance Standards, and (2) HEAL Forms Web Site
HEAL Lender Policy Memorandum L- 1999- 10

Exceptional Performance Standards

The HEAL program remains in the development stage of producing guidelines on an Exceptional Performance Standard for lenders, holders, and service providers. We intend to develop a reasonable standard that fits the needs of the HEAL Program and its participants. To gain a better understanding of the complexities involved with developing fair and reasonable guidelines, we visited with the two primary holders of HEAL loans and heard their concerns and listened to their proposals on alternative approaches. Further, to acquire additional experience and expertise with the HEAL loan auditing process including cost-effective measures of implementing an exceptional performance standard, we have contracted with a major accounting firm to assist us in the development of the guidelines. This action has necessitated a longer than previously planned time frame for the development stage of producing these guidelines. Consequently, the HEAL program is revising the schedule previously published in Policy Memorandum L-1999-6. We plan to complete the guidelines as soon as possible, and will notify you with a more definitive schedule as soon as one is determined.

HEAL Forms

We are pleased to advise you that HEAL forms that are currently in use are now available on the Internet. Copies of the forms can be viewed and/or downloaded from the web site and used to print official forms. The following forms are at this site:

No form number	Exit Interview
HRSA 500-3	Refinancing Promissory Note
HRSA 507	Loan Transfer Statement
HRSA 508	Borrower Deferment Request
HRSA 510	Lender's Application for Insurance Claim

HRSA 512	Lender's Quarterly Report of Health
HRSA 513	. Education Assistance Loans
HRSA 539	Request for Collection Assistance
HRSA 550	Physician's Certification of Borrower's Total & Permanent Disability
	Refinancing Loan Application/ Promissory Note

The new web site address is:

[http: //forms. psc.gov/hrsaforms.htm](http://forms.psc.gov/hrsaforms.htm)

Questions regarding this memorandum may be directed to Ms. Terri M. Ehrenfeld **of** the HEAL Program at (301) 443-1540.

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