



## HCF Program Training

# My Portal Overview for Individual HCPs



## Important Caveat

This training is just a general overview and starting point for applicants

- Every applicant's situation is different
- The training does not cover every program requirement
- The training does not cover requirements for service providers and consultants

It is essential to read the following documents carefully as you proceed through the planning and application process:

- Healthcare Connect Fund Order (FCC 12-150), located at <http://www.fcc.gov/encyclopedia/rural-health-care>,
- The Rural Health Care Program rules, 47 C.F.R. §54.600-680, located at <http://www.ecfr.gov>, and
- The Healthcare Connect Fund Program forms and instructions (FCC Forms 460-463), located at <http://www.usac.org/rhc/healthcare-connect/tools/forms/default.aspx>.

Consult the FCC and USAC websites for additional resources.

### Agenda

1. My Portal – The Basics
2. Accessing My Portal
3. Navigating My Portal

### What is My Portal?

- Where applicants can apply to the Telecommunications and Internet Access programs
- Where both individual health care provider (HCP) and consortium applicants can apply to the Healthcare Connect Fund (HCF) Program
- Enables applicants to create, submit, and manage forms and supporting documentation

### Using My Portal Between Programs

- **Similarities:** My Portal will have the same look and feel for all users, and similar administrative functionality, such as account management.
- **Differences:** Each program has its own forms, requirements, and steps in My Portal.

### Security

- Access to an HCP's account requires individual account holder registration.
- The primary account holder is responsible for managing who has access to the HCP's information, and what level of access they have.
  - The primary account holder authorizes all other account holders.
  - Consultants are required to provide letters from HCPs authorizing access to account information.



## My Portal – The Basics

### Convenient

- Account holders who manage multiple HCPs only log in once to access all authorized HCPs.
- Account holders can update contact information online.
- Forgot your password? Reset it online.
- Information is stored in a tab structure.



## My Portal – The Basics

### Forms

The “My Forms” tab is structured to group forms by funding year.

- Current status of all forms (whether drafted or submitted)
- Ability to open or review drafted or submitted forms
- Forms tied to the originating FCC Form 460
- Details specific to each form, such as the Allowable Contract Selection Date (ACSD), and the Funding Commitment Letter (FCL) issue date



## My Portal – The Basics

### Documents

Drafted and submitted forms as well as:

- Documents uploaded with the submitted forms
- Emails from the Rural Health Care (RHC) Program requesting additional information or clarification
- Funding commitment letters
- Automated emails sent by the RHC Program



## My Portal – The Basics

### The “My HCPs” Tab

This tab is sorted by:

- HCP number,
- HCP name,
- Street address,
- Account type (what level of access you have), and
- Ability to add a new HCP to account (with authorization, by filing the FCC Form 460).

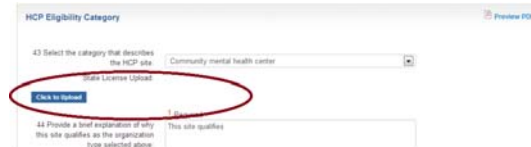
### Account Holders Settings

Primary account holder is responsible for all other account holders (secondary, tertiary, draft) – in this tab they can manage details of other account holders, such as:

- Account holder name (link provides contact details);
- Account holder employer;
- Account Type (Primary, Secondary, Tertiary, Draft);
- Modifying account holder information or removing an account holder’s permissions; and
- Adding a new account holder.

### Document Upload

- Upload supporting documents during forms completion



- Supporting documents are linked to the form and visible in the “Documents” tab.

Form 460		Form 461		Form 462		Documents	
Name	Document Type	Form Type	Form Friendly Name	Funding Year	Created Date		
Tulips.jpg		460			08/28/2013		
Lighthouse.jpg		461	ertetr	2013	09/11/2013		

### Agenda

1. My Portal – The Basics
2. Accessing My Portal
3. Navigating My Portal

### Terms In This Section

- **User ID** – Applicant or account holder’s email address
- **Primary Account Holder** – Person with full access for HCP information and manage access of other account holders
- **Secondary** – Account holder who can certify, sign, and submit forms (similar to primaries) but cannot assign or modify other account holders
- **Draft** – Account holder who can complete certain sections of forms but cannot certify, sign, and submit
- **Tertiary** – Account holder who can complete the forms and can submit the forms on behalf of the primary account holder

### New Applicant Registration

New applicants can register for a My Portal account by submitting an FCC Form 460.

- Submit the form online.
- The RHC Program will send an email confirming receipt.
- The RHC Program will create an account for the HCP and send the account holder the next steps to finalize the registration process.

### New Applicant Registration

Go to [www.usac.org](http://www.usac.org) and click “E-FILE.”

New applicants must submit an FCC Form 460 to register for My Portal.



The screenshot shows the USAC website homepage. At the top right, there is a navigation bar with links: "Contributors", "Service Providers", "Lifeline", and "Contact Us". A red circle highlights the "E-FILE" link in this bar. Below the navigation bar is a search box. The main content area features a large banner with the text "Helping ensure access to affordable telecommunications for communities across the country" and a link "ABOUT USAC >". Below the banner are three columns of content: "CONTRIBUTORS", "LATEST NEWS", and "QUICK LINKS". The "CONTRIBUTORS" section includes links for "Understanding and managing FCC Forms 499-A, 499-Q, billing processes, and payments." and "GET STARTED >". The "LATEST NEWS" section includes links for "Rural Health Care : Application Outage Due to Scheduled System Maintenance (4/12/2013)", "High Cost and Lifeline : Draft FCC Form 481 Available to Carriers (4/11/2013)", "High Cost : FCC Form 525 No Longer Required (4/15/2013)", "Rural Health Care : Funding Year 2013 Window Now Open (4/8/2013)", and "Rural Health Care : HCF Bulletin Issued (4/9/2013)". The "QUICK LINKS" section includes links for "Contributors : FCC Form 499-Q updated Version - Now Available", "Rural Health Care : Healthcare Connect Fund - What I Need to Know", "Schools and Libraries : IT Systems Modernization Project - Learn More", "High Cost : Certification Search - Use, IAS, or EIS Certification", and "Lifeline : File FCC Form 525 Online - Now Available".



### New Account Holders: Select “New RHC Applicant” in E-File.

Create a new FCC Form 460 by clicking on this link

**E-File Sign In**

User ID:

Password:

[Forgot password](#)


**IMPORTANT SYSTEM NOTICE:** This system is the property of the Universal Service Administrative Company (USAC) and is to be used to assist individuals with managing their entity's involvement in federal universal service programs. This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms and system monitoring and recording.

Click the box to accept.

New users, please select from the options below:

- [New Service Provider](#)
- [New Contributor](#)
- [New RHC Applicant](#)

### New Account Holders: Enter your email and the HCP zip code.



**RURAL HEALTH CARE**

**Create FCC Form 460**

Enter your email address and the HCP's zip code below.

\* If your email is already in the RHC system, it means you are registered and you will be prompted to return to the log in page to access your portal.

\* If you enter a zip code that matches an HCP that is registered in the system, the HCP information will be displayed in the search results. If the status lists the HCP as "Available" and it matches your HCP, click on the link to open and complete the form. If no HCP in the list matches your HCP, select the "New HCP" button.

\* If no search results are returned, select the "New HCP" button to open a blank FCC Form 460.

Email:

ZIP:

Warning: You must complete the FCC Form 460 in a single session. Once the session begins, it will expire after 15 minutes of inactivity (not advancing between screens). You will not be able to save a draft or return later to complete your form. If your session expires before your form has been submitted you will need to start over. A warning will appear after ten minutes of inactivity.

If the email is already registered, you will be asked to log in.

### New Account Holders: Select your HCP from the list.

- Select your HCP from a list of “Available” HCPs associated with the zip code entered.
- Click on the “HCP Name” to open an FCC Form 460 for that HCP (if “Available”).

**SEARCH RESULTS**

Review the list of HCPs below to see if any match your HCP. You may apply on behalf of HCPs that are listed as “Available.” HCPs listed as “Active” currently have an account holder/user assigned to them. If your HCP is not listed, select “New HCP” to begin the application process.

[New HCP](#)

HCP Number	HCP Name	HCP Address	Status
12160	<a href="#">FAMILY COUSSELING CENTER RHC - WEST PLAINS</a>	3411 Division Rd, West Plains, MO 65775	Available
25107	<a href="#">Ozarka Medical Center Behavioral Healthcare-West Plains</a>	909 Kentucky Ave, PO Box 1100, West Plains, MO 65775	Available
11335	<a href="#">Ozark Medical Center</a>	1115 Alaska Ave Suite117, West Plains, MO 65775	Available
13698	<a href="#">Southern Missouri Community Health Center</a>	1137 Independence Drive, West Plains, MO 65775	Available
14500	<a href="#">Ozarka Medical Center</a>	1100 North Kentucky Avenue, West Plains, MO 65775	Available

We recommend you review the [HCP Getting Started web page](#) for helpful information prior to beginning this form. The FCC Form 460 and instructions are also available to review prior to completing the form. If you have any questions, contact the RHC Help Desk at 1-800-453-1546 between 8:00 a.m and 4:30 p.m Eastern Standard Time Monday Through Friday, or email at [hcc-assist@usac.org](mailto:hcc-assist@usac.org).

### New Account Holders: No matches?

Select “New HCP” button to open a blank FCC Form 460.

**SEARCH RESULTS**

There are no existing HCPs in this zip code. Select “New HCP” to begin the application process.

[New HCP](#)

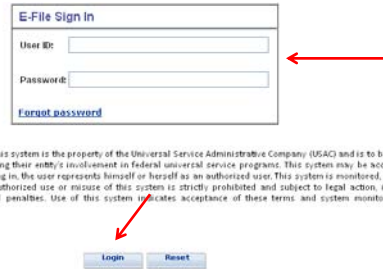
We recommend you review the [HCP Getting Started web page](#) for helpful information prior to beginning this form. The FCC Form 460 and instructions are also available to review prior to completing the form. If you have any questions, contact the RHC Help Desk at 1-800-453-1546 between 8:00 a.m and 4:30 p.m Eastern Standard Time Monday Through Friday, or email at [hcc-assist@usac.org](mailto:hcc-assist@usac.org).

Once the form is submitted, approved, and posted, the account holder will receive an email with a user ID and temporary password to access My Portal.

### Existing Account Holders

Log in through E-File:

- Enter your user ID and password.
- Check the box to accept the system notice.
- Click on the “Login” button to begin.



**E-File Sign In**

User ID:

Password:

[Forgot password](#)

click the box to accept.

IMPORTANT SYSTEM NOTICE: This system is the property of the Universal Service Administrative Company (USAC) and is to be used to assist individuals with managing their entity's involvement in federal universal service programs. This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms and system monitoring and recording.

### Existing Account Holders: Change Temporary Password

- Minimum of six characters
  - At least one must be a non-alphanumeric character, such as @, #, %, or !
- You will return to the E-File page to log back in with your new password.



**User Applications**

**Change Password**

You must set a new Password.

Old Password:

Enter new password:

Retype password:

## Existing Account Holders: Review and accept the terms and conditions.

### Terms and Conditions

To activate an account with the Universal Service Administrative Company ("USAC"), and use USAC's Rural Health Care ("RHC") Program's electronic system (referred to as "RHC Applicant Portal"), an account user must agree to the terms and conditions ("Terms and Conditions") below.

By accepting these Terms and Conditions and activating this account, I hereby attest that:

#### FOR ALL ACCOUNT HOLDERS:

1. I am the person assigned to this account and I am authorized by my health care provider ("HCP") to access and manage HCP forms, materials and information related to the RHC Program.
2. If I have questions or would like to deactivate my account, I may contact USAC at 1-800-225-5475 or hco-admin@usac.org.
3. I agree to keep my account information confidential. I will not disclose my password to anyone. I will not authorize anyone to use my account. If I know, or have reason to believe, that the confidentiality of an account (including my own or someone else's) has been compromised, I agree to immediately inform USAC at 1-800-225-5475 or hco-admin@usac.org.
4. I acknowledge and agree that it is my obligation to ensure that forms that are filed are filed accurately and by required deadlines.
5. I acknowledge and agree that I am fully responsible for any and all activities that occur with my account. I acknowledge and agree that USAC is not responsible for any liability arising from the use of my account. User ID and/or password by me or by any other person. Additionally, I acknowledge and agree that, when deemed necessary by USAC in USAC's sole discretion, USAC may deactivate my account for any reason at any time and without prior notice to me.
6. I acknowledge and agree that my account is associated with the HCP on whose behalf I am authorized to access HCP forms and information. I acknowledge and agree that if I am no longer authorized by the HCP, I am hereby responsible with to access or manage HCP forms or information contained within the RHC Applicant Portal, or no longer need or want to use the RHC Applicant Portal, I must do one of the following: (1) change my permissions or deactivate my own account through the "Account Settings" functionality in and FCC forms, and perform data entry on FCC forms and (2) in certain cases, sign and verify FCC forms for their associated HCPs.
39. I acknowledge and agree that secondary account holders will have access to all of the information in the RHC Applicant Portal for the HCPs to which they are assigned regardless of who updated the information or when it was updated. I acknowledge and agree that if I do not want a secondary account holder to have access to one or more pieces of information for an HCP, I will not give the secondary account holder permission to that HCP.
40. I acknowledge and agree that if a secondary account user over which I have control is no longer authorized by the HCP to (1) view, upload or data enter forms or materials, (2) in some cases, verify forms, or (3) otherwise have access to the RHC Applicant Portal, I will deactivate or modify the permissions accordingly.
41. I acknowledge and agree that when my account is deactivated, a new primary account holder must be assigned within fourteen (14) days or the secondary accounts will be deactivated.

## My Portal Landing Page

- All account holders will see the My Portal landing page after login.
- When in My Portal, access the landing page by clicking on the "About My Portal" link.

### RURAL HEALTH CARE

Welcome to the Rural Health Care My Portal. You have authorization to access one or more Health Care Provider (HCP) accounts in the Telecommunications and Internet Access programs and the Healthcare Connect Fund program. Select the program you wish to enter from the options below.

You may switch programs at any time by returning to your My Portal tab and selecting another option:

[Telecommunications and/or Internet Access program \(Forms 465, 466, 466-A, 467\)](#)

[Individual Applicant - Healthcare Connect Fund \(Forms 460, 461, 462, 463\)](#)

### Consultants: Authorization Required

- Consultants must provide authorization from an HCP to access the HCP's account information.
- Consultants will then be authorized as an account holder with full rights, allowing the consultant to complete certify, sign, and submit forms on behalf of the HCP.
- Consultants cannot be a primary account holder, and cannot add, remove, or modify account rights for any account holder.
- The primary account holder will receive copies of RHC Program official correspondence (forms posted, FCLs, etc.).

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### Structure

These are the components of My Portal:

- **My HCPs** – A list of all HCPs to which you have access
- **Account Holders** – Account holder contact info and level of access
- **Forms** – Find links to copies of forms, including the status of and details about each
- **Documents** – Contains submitted documents

### My HCPs



- Lists all HCPs for which you have authorization
- Includes the HCP number, HCP name, and street address to help differentiate between similar HCPs
- Shows your account type (primary, secondary, etc.)

Search By HCP Number		Search By HCP Name		Account Holder Type	Address	City	State	Zip
11228		Standing Rock Hospital		Primary	10 N River Rd	Fort Yates	ND	58538
11234		Southeastern Idaho Public Health - Montpelier		Primary	455 Washington Street	Montpelier	ID	83254
11345		Winona Community Memorial Hospital		Primary	855 Mankato Ave	Winona	MN	55987
11951		usac4		Primary	2120 L	Washington	DC	20037
11962		West Yavapai Guidance Clinic - Prescott Valley		Primary	3345 N. WINDSONG DRIVE	PRESCOTT VALLEY	AZ	86314
Next   2   Last								



## Navigating My Portal: My HCPs

### My HCPs

After selecting “Individual Applicant – Healthcare Connect Fund” from the My Portal landing page, you will select an HCP from your list of authorized HCPs.

My HCPs		Account Holders				
Search By HCP Number	Search By HCP Name	Account Holder Type	Address	City	State	Zip
11228	Standing Rock Hospital	Primary	10 N River Rd	Fort Yates	ND	58538
11234	Southeastern Idaho Public Health - Montpelier	Primary	455 Washington Street	Montpelier	ID	83254
11345	Winona Community Memorial Hospital	Primary	855 Mankato Ave	Winona	MN	55987
11951	usac4	Primary	2120 L	Washington	DC	20037
11962	West Yavapai Guidance Clinic - Prescott Valley	Primary	3345 N. WINDSONG DRIVE	PRESCOTT VALLEY	AZ	86314
<a href="#">Next (2) Last</a>						



## Navigating My Portal: My HCPs

### Managing Multiple HCPs

My HCPs Account Holders

- For account holders with multiple HCPs, search by HCP number or HCP name, or simply scroll down the list.
- Click on the hyperlink under the correct HCP number to go to the “Forms” tab for that HCP.

My HCPs		Account Holders				
Search By HCP Number	Search By HCP Name	Account Holder Type	Address	City	State	Zip
11228	Standing Rock Hospital	Primary	10 N River Rd	Fort Yates	ND	58538
11234	Southeastern Idaho Public Health - Montpelier	Primary	455 Washington Street	Montpelier	ID	83254
11345	Winona Commun					55987
11951	usac4					20037
11962	West Yavapai G					86314
<a href="#">Next (2) Last</a>						

My HCPs		Account Holders				
Search By HCP Number	Search By HCP Name	Account Holder Type	Address	City	State	Zip
16065	gold	Primary	Goldsboro Medical Center			

### Manage Account Holder Info

My HCPs **Account Holders**

- Lists all account holders and account information
- Update or correct contact information (email changes require re-verification of account authority)
- Manage secondary and other account holders:
  - Change level of access
  - Delete all access or access to selected HCPs
  - Add access to new HCPs

### Modifying Account Holders

My HCPs **Account Holders**

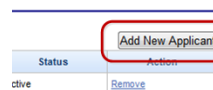
Click on the account holder name to change account holder information.

My HCPs **Account Holders**

Account Holder	Account Holder Name	Status	Action
<a href="#">jdoe@hshs.org</a>	Jane Doe	Active	<a href="#">Remove</a>
<a href="#">et@ceit.com</a>	Ethan Thomas	Active	<a href="#">Remove</a>
<a href="#">ab@rab.com</a>	Albert Baker	Active	<a href="#">Remove</a>

[Add New Applicant](#)

To add account holders, click on “Add New Applicant.”





### Modifying Account Holders

My HCPs **Account Holders**

“Account Holder Details” show at the top of the screen.

[Back to My Accounts](#)

First Name: *	Jane ✓	Address 1: *	500 Tester Dr. ✓
Middle Initial:		Address 2:	
Last Name: *	Doe ✓	City: *	Arlington ✓
Phone: *	9879879877 ✓	State: *	VA ✓
Ext:		County: *	Arlington ✓
Fax:		Zip: *	22204 ✓
Email (Username): *	jdoe@hshs.org		

Modify access under HCPs for this applicant in the “Role” dropdown.

HCPs for this applicant

HCP#	HCP Name	Role
11951	usac4	Secondary ▼
17437	Marshfield Clinic - Telehealth Lac du Flambeau	Secondary ▼

### Modifying Account Holders

My HCPs **Account Holders**

- Remove access to all HCPs by clicking “Remove.”
- Remove access to one or more HCPs on the account holder page.
- Change access levels
- Add access to an HCP under list of HCPs for this applicant

My HCPs **Account Holders** [Add New Applicant](#)

Account Holder	Account Holder Name	Status	Action
<a href="#">jdoe@hshs.org</a>	Jane Doe	Active	<a href="#">Remove</a>
<a href="#">et@eth.com</a>	Ethan Thomas	Active	<a href="#">Remove</a>
<a href="#">ab@ab.com</a>	Albert Baker	Active	<a href="#">Remove</a>



## Navigating My Portal: Account Holders

### Add New Account Holders

My HCPs **Account Holders**

- Provide the requested information for a new account holder.
- Select account holder rights for available HCPs.
- Adding a consultant as a tertiary account holder requires a letter authorizing access to the HCP's account.
- Consultants **cannot** be made the primary account holder.
- Select new account holder's level of rights for each HCP.



## Navigating My Portal: Account Holders

### Add New Account Holders

My HCPs **Account Holders**

[Back to My Accounts](#)

First Name: *	<input type="text"/>	Address 1: *	<input type="text"/>
Middle Initial:	<input type="text"/>	Address 2:	<input type="text"/>
Last Name: *	<input type="text"/>	City: *	<input type="text"/>
Phone: *	<input type="text"/>	State: *	<input type="text" value="Select State..."/>
Ext.:	<input type="text"/>	County: *	<input type="text" value="Select County..."/>
Fax:	<input type="text"/>	Zip: *	<input type="text"/>
Email (Username): *	<input type="text"/>		
Retype Email (Username): *	<input type="text"/>		

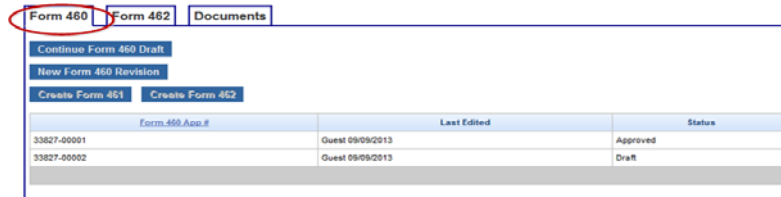
• At least one HCP must be assigned to the new applicant.  
• Invalid Zip Code.  
• Invalid Phone Number. Valid formats are 1234567890 | (123) 456-7890.

HCPs for this applicant

HCPs	HCP Name	Role
33827	Lord's Mercy Hospital	No role <input type="text"/>

### Forms

- Selecting an HCP from the “My HCPs” tab will direct you to the “Forms” page.
- All forms will be stored by funding year.
- Each FCC Form 461, 462, and 463 will be electronically linked to the parent FCC Form 460.



Form 460 App.#	Last Edited	Status
33827-00001	Guest 09/09/2013	Approved
33827-00002	Guest 09/09/2013	Draft

### Forms

My Portal maintains the following information regarding the FCC Form 460:

- The Form Application Number (click on hyperlink to open)
- The account holder who last edited the form
- The status of the FCC Form 460

Once the FCC Form 460 is approved, click on the appropriate button to create an FCC Form 461 or 462.



## Navigating My Portal: Forms

### FCC Form 460 Status Codes

- **Draft:** In draft status but not yet submitted to USAC
- **Received:** Received by USAC but not yet reviewed
- **Denied:** Submitted but denied by USAC
- **Approved:** Reviewed and approved



## Navigating My Portal: Documents

### Documents

- Information is structured by funding year first, then by the form type.
- All required supporting documentation is also stored in the “Documents” tab.

RURAL HEALTH CARE Portal

Form 460 Form 462 Documents

Name	Document Type	Form Type	Form Friendly Name	Funding Year	Created Date
CT State License.pdf		460			09/09/2013