

Rural Health Care Pilot Program

HCF Program Resources, Updates, and More

September 30, 2014

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speakers, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to event reminder email and posted to the webinars web page

Agenda

- Contacting RHC
- Preparing for HCF Program success
- HCF Program best practices
- RHC Program news
- Funding and processing statistics
- Training and communication about the HCF Program
- Questions and answers

Important Caveat

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

- Every applicant's situation is different
- The presentation does not cover every program requirement
- The presentation 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. Section 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.

Pilot Program Webinar

Contacting the RHC Team

Contact by Email: RHC-Assist@usac.org

RURAL HEALTH CARE

USAC Home | Rural Health Care Program | Healthcare Connect Fund Program

ABOUT THE PROGRAM

- Getting Started
- Program Integrity
- Reference Area
- Trainings & Outreach
- FCC HCF FAQs (PDF)

RESOURCES & TOOLS

- My Portal
- Sample Documents
- Search Tools
- Forms
- Latest News
- Contact Us**

INDIVIDUAL HCPS

Steps to funding for non-consortia applicants

GET STARTED >>

CONSORTIA

Steps to funding for consortia leaders

GET STARTED >>

LATEST NEWS

More News >>

- Update: Rescheduled to September 3 - HCF Program Quarterly Webinar for Individual HCPS (8/26/2014)
- Rural Areas List Updated (8/18/2014)

QUI

- Pr
- FY
- Hi

Contact by Email: RHC-Assist@usac.org

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MY PORTAL | MAKING

ABOUT THE PROGRAM

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- [FCC HCF FAQs \(PDF\)](#)

RESOURCES & TOOLS

- [My Portal](#)
- [Sample Documents](#)
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- [Forms](#)
- [Latest News](#)
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INDIVIDUAL HCPS ▾ CONSORTIA ▾ S

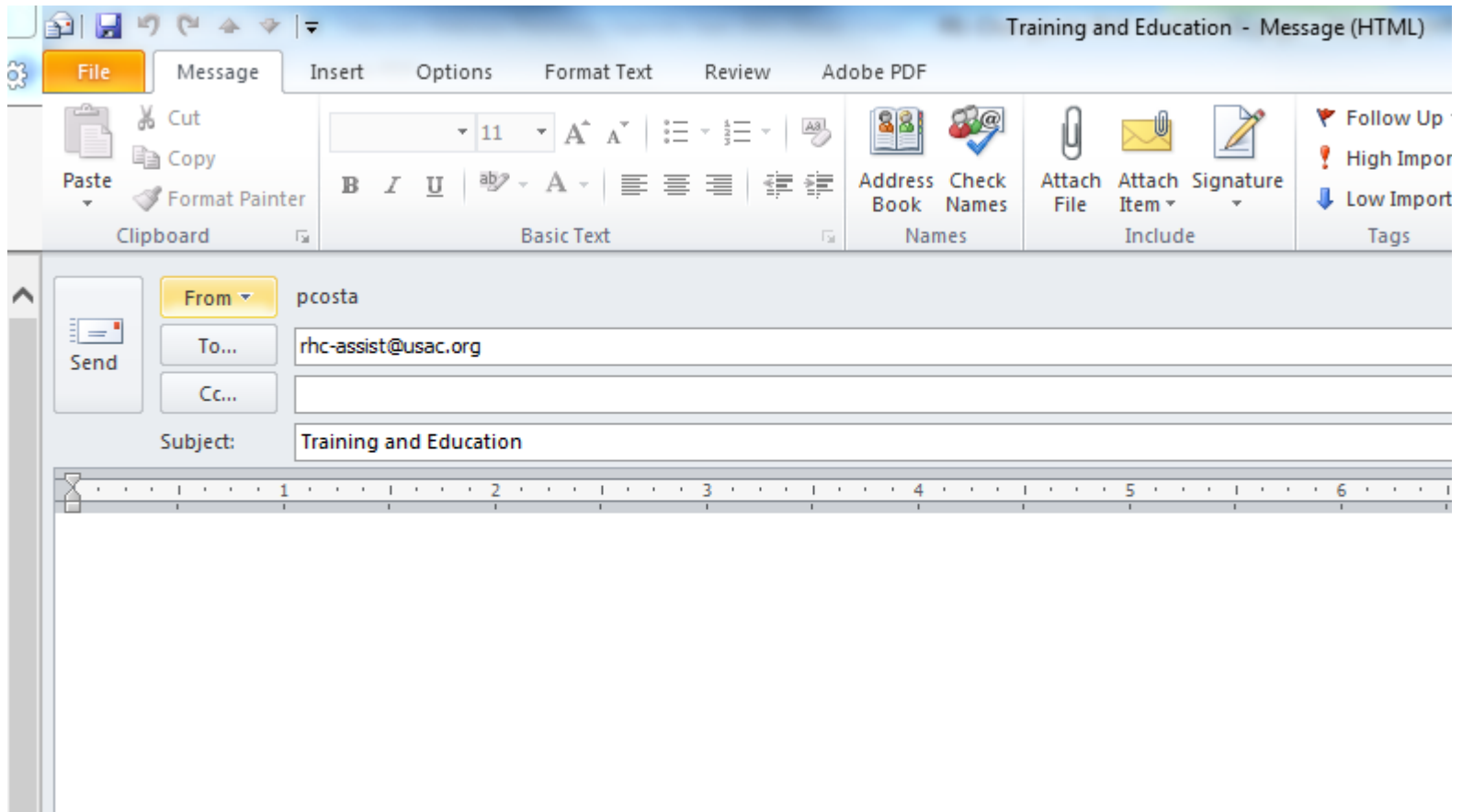
CONTACT US

When contacting the Rural Health Care Program with questions or concerns, it is important to provide contact information to ensure that you reach the right team members. Contact information is provided for providers, consortia, and service providers that participate in the Rural Health Care Program. Please provide your question or concern.

To get the answers you need, select your topic from the list below to access the appropriate resources. If you need to contact us by phone, please see the [RHC Help Desk telephone directory](#).

- [Access and Password Resets for My Portal/E-File](#)
- [Other Technical Issues in My Portal](#)
- [FCC Form 498 Change of Address, Contact, or Banking Information](#)
- [Training and Education](#)
- [Appeals](#)
- [General Inquiries](#)
- [Suggestions and Feedback](#)

Contacting the RHC Team



Contact by Phone: (800) 453-1546

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ABOUT THE PROGRAM


[Getting Started](#)
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[FCC Orders \(PDF\)](#)

RESOURCES & TOOLS

[Sample Documents](#)
[Site & Service Substitutions \(PDF\)](#)
[Contact Us](#)

CONTACT US

When contacting the Rural Health Care Program with questions or concerns, it is important to use the appropriate contact information to ensure that you reach the right team members. Contact information for individual health care providers, consortia, and service providers that participate in the Rural Health Care Program depends on the nature of your question or concern.

To get the answers you need, select your topic from the list below to access the appropriate email address. If you need to contact us by phone, please see the [RHC Help Desk telephone directory](#) .

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My Portal, Training, General Inquiries	
Access and Password Resets for My Portal/E-File	Prompt 1, then 1
Other Technical Issues in My Portal	Prompt 1, then 2
General Inquiries	Prompt 5, then 2
Training and Education	Prompt 5, then 1

Healthcare Connect Fund Program	
Eligibility, Posted Services, and FCC Forms 460/461	Prompt 3, then 1
Individual HCP Funding Requests, Commitments, and FCC Form 462	Prompt 3, then 2, then 1
Consortia Funding Requests, Commitments, and FCC Form 462	Prompt 3, then 2, then 2
Invoicing and FCC Form 463	Prompt 3, then 3
Starting a New Consortium	Prompt 3, then 4

Telecommunications Program	
Eligibility, Service Requests, and FCC Form 465	Prompt 2, then 1
Funding Requests, Commitments, Certifications, and FCC Forms 466, 466-A, 467	Prompt 2, then 2
Invoicing for Telecom Program	Prompt 2, then 3

Pilot Program	
Site and Service Substitutions	Prompt 4, then 1
Invoicing for Pilot Program	Prompt 4, then 2

Pilot Program Webinar

Preparing for HCF Program Success

Preparing for HCF Program Success

- It is very important to understand that the Healthcare Connect Fund (HCF) Program is new, with its own rules and requirements.
- All eligible and ineligible participants receiving funding under the HCF Program have to have a determination of eligibility, whether or not they have been deemed eligible in another Rural Health Care Program. This is accomplished by filing an FCC Form 460 for each site.

Preparing for HCF Program Success

- The lead entity for a consortium must file a Letter of Authorization (LOA) or Letter of Exemption (LOE) for each site that will receive funding support.
- Consultants that wish to file FCC forms on behalf of the consortium and/or the individual sites, must have a Third Party Authorization (TPA) from the consortium and/or the individual sites.
- USAC has 30 days from the receipt of a complete FCC Form 460 to render an eligibility determination.

Preparing for HCF Program Success

- All services funded under the HCF Program must be competitively bid. The FCC Form 461 (Request for Services Form) must be posted on the USAC website for 28 days. A contract can be entered into on day 29 or thereafter.
- Once a funding request is submitted through the FCC Form 462, USAC has 21 days to determine whether more information or clarification is needed. This is not the funding decision.

Preparing for HCF Program Success

- An FCC Form 462 funding request can take as little as 30 days to process or as many as 120 days. The amount of documentation needing review and, most importantly, the responsiveness of the applicant in providing necessary information are key in the amount of time it takes USAC to issue a funding commitment.

Pilot Program Webinar

HCF Program Best Practices

Health Care Connect Fund Best Practices

- The timely filing of applications and related information will assist USAC in expediting funding requests.
- HCF forms collect additional information not required on Pilot Program forms. Allow time to collect this information.
- Reach out to USAC before filing your application if you are unsure of how to complete a form.
- In the event you still have Pilot Program funding, USAC encourages you to begin obtaining LOAs/LOEs and filing FCC Forms 460.

Health Care Connect Fund Best Practices

- USAC encourages applicants to read the HCF order and the FCC FAQs.
- When submitting large and/or complex applications for funding with the FCC Form 462, a summary page describing the submitted materials, will simplify USAC processing.

Pilot Program Webinar

RHC Program News

Rural areas list updated, based on FCC Order

- The Eligible Rural Areas Search tool on the USAC website was updated on August 18 to reflect the latest decennial census and most recent nationwide Core Based Statistical Area (CBSA) designations
- The Rural Health Care Program's definition of "rural area" has not changed, but some program participants that were previously determined to be rural may become non-rural as a result of the update to the rural areas List

Rural areas list update - Scenario 1

Applicants that were previously determined to be rural and had their status change to non-rural as a result of the update:

- Will be considered rural for the remainder of FY2014 and the following funding year, FY2015
- Can seek funding for the remainder of FY2014 and the following funding year, FY2015

Rural areas list update - Scenario 2

Applicants that received a multi-year funding commitment before the rural areas list update and had their status change from rural to non-rural as a result of the update:

- Will be considered rural for the duration of the commitment.

Rural areas list update - Scenario 3

Applicants that have sought but have not yet received a multi-year funding commitment before the rural areas list update and had their status change from rural to non-rural as a result of the update:

- Can receive funding as rural for the term of the multi-year commitment.

Rural areas list update - Scenario 4

Grandfathered HCPs that were determined rural based on 2005 decision

- Will remain permanently grandfathered with rural status.

Annual Reporting Waived for FY2013

- Per the FCC's release of Public Notice DA-14-85 on June 19, 2014, the annual reporting requirement for Rural Health Care (RHC) Pilot Program and Healthcare Connect Fund (HCF) Program consortium leaders has been waived for Funding Year (FY) 2013.
- The FCC will review comments submitted in response to the Public Notice about how to best measure performance goals and how to structure these reports for FY2014 and beyond.

Pilot Program Webinar

Funding and Processing Statistics

Funding and Processing Statistics – FCC Form 462

Funding and Processing Statistics for FCC Form 462	
Forms Received	96
Denied/withdrawn	21
FCLS issued/amount	57/ \$34.1 million
Outstanding requests/amount	18/ \$45.4 million

Questions?

Use the “Questions” box in your user controls.

Thank You!

- Thanks for joining us at today's webinar
- Sign up for the HCF Program quarterly webinar for consortia in the subscription center
 - Go to www.usac.org/rhc and click “subscribe” in the upper-right corner
- Submit suggestions for the next webinar to rhc-assist@usac.org



The screenshot shows the USAC Rural Health Care Program website. At the top right, there are links for "Contributors", "Service Providers", and a highlighted "Subscribe" button. Below these is a search bar. The main header reads "RURAL HEALTH CARE" with "USAC Universal Service Administrative Company" and "RHC Home | Rural Health Care Program" below it. The content area is divided into three columns:

TELECOMMUNICATIONS PROGRAM	HCF PROGRAM	PILOT PROGRAM
The Telecommunications Program (formerly known as the Primary Program) provides discounts for telecommunications and	The Healthcare Connect Fund (HCF) Program is the newest component of the Rural Health Care Program. The HCF	The Pilot Program provides funding for up to 85 percent of eligible costs of the construction or implementation of statewid