



## FCC-USAC Webinar – July 21, 2015

### Participant Questions

#### Eligible Services

- Q1: We are new to USAC funding. We would like to know what services (FRNs) we are eligible for (e.g. Internet, Local phone service, Long Distance)
- A1: There is no one all-inclusive itemized list for determining service eligibility in the Rural Health Care Program. Under the Telecommunications Program, any telecommunications service which is used primarily for the provision of health care may be considered eligible for funding. The Healthcare Connect Fund (HCF) Program supports funding for telecommunications and Internet access service, as well as equipment necessary to make broadband functional. For more information about eligible services in the Telecommunications Program, visit the [RHC website](#). For more information about eligible services and equipment in the HCF Program, consult the [FCC Order](#), starting in paragraph 106. For questions about specific services or equipment, we encourage you to email the RHC Help Desk.

#### Eligible Entities

- Q2: Has the FCC made a ruling on urban HCP participation in the HCF Program? USAC has denied eligibility and many HCF participants have filed appeals to the FCC.
- Q3: The FCC continues to have pending before it several appeals regarding participation in the Rural Healthcare program by certain urban entities. What type of urban clinics can participate in an HCF Program consortium and be eligible for HCF funding?
- A2&3: Both rural and non-rural entities may be members of a HCF consortium and benefit from any bulk discounts that consortium members may get from service providers. Nevertheless, only eligible entities (i.e., those listed as such on [USAC's website](#)) may receive HCF funding. To the extent these eligible entities are part of a HCF consortium, they may also receive funding even if they are located in urban areas, provided that the consortium is comprised of a majority of rural sites (i.e., more than 50 percent) within three years of the filing date of the consortium's first request for funding. More information about consortium eligibility can be found on the [RHC website](#).
- Q4: Can 461s be filled out and posted with RFPs while 460s are pending for sites and consortia?
- A4: Before an FCC Form 461 for the consortium and RFP are filed, each of the member HCPs that is to be included on the Form 461 must have an approved Form 460 and an approved Letter of Agency or Letter of Exemption that links the member HCP to the consortium.

#### FCC Form 462

- Q5: How old of a bill can we use when submitting 462s?
- A5: It is preferable that the bill being used for verification falls within the funding year the services are being requested. However, every form is handled on an individual basis, and the reviewer assigned to a specific FCC Form 462 will reach out to the applicant if she/he has questions on the bill verification.

#### Invoicing/FCC Form 463



- Q6: As a major service provider, we are concerned about the invoice deadlines. The program has no rules regarding timeliness of filing once HCPs have begun receiving the service from the service provider. This has led to service providers having to put language in their contracts to address this issue. Although on these webinars USAC reminds HCPs of the final deadline, we ask that you also ask that HCPs timely and regularly file once they have received the service and funding. These current program rules can cause accounts receivable issues for the service provider, waiting for HCPs to begin the invoicing process.
- A6: Thank you for this suggestion. We try to remind HCPs also of deadlines and emphasize early filing of forms in many of our communications including email blasts, the RHC Circuit newsletter, website postings, webinar announcements, etc. For particular deadlines, for example USAC runs targeted campaigns that send notifications to HCPs with missing funding request forms.
- Q7: Are there two separate invoice forms for both the Telecom program and the HCF program? If so, what are the form names?
- A7: Yes, invoicing is done by a different process for the Telecommunications Program and the HCF Program. For the Telecommunications Program, service providers complete the invoice in My Portal; there is no particular form number. In the HCF Program, the invoice is the FCC Form 463. The HCP completes the Form 463 in My Portal, and it is sent to the service provider to review. The service provider must review the Form 463, and either certifies that it is accurate and submits it to USAC, or returns it to the HCP with corrections to make.
- Q8: I'm worried about the timeframe for Form 463 filing/completion for FY2014. How soon do you think that the last 462s are likely to be approved?
- A8: USAC is keenly aware of this timeframe. We are working to ensure all FY2014 funding requests are completed with sufficient time to allow for HCPs and service providers to properly invoice. USAC encourages all HCPs to submit FY2014 invoices as soon as they receive the appropriate commitment (FCL).
- Q9: It would be helpful if the system would send an update/ticker alerting the six month time period is due for the Form 463, so as not to lose out on funding.
- A9: Thank you. We will begin reminding HCPs much earlier in the year. Just as a reminder, you may begin submitting your FY2014 invoices (FCC Form 463) as soon as you receive your FY2014 funding commitment (FCL).

### **FCC form 466**

- Q10: I know I'm starting to sound like a broken record, but I'm hoping that the FY2015 Telecom Application Status Report for 466s is going to be updated soon. Also, I am wondering if we will get an application status report for the HCF Program.
- A10: A new status report was posted July 21.

### **My Portal**

- Q11: Why do I need to use Chrome and not Internet Explorer to certify invoices online? Chrome is not required for E-rate certifications.
- A11: While use of Chrome is not required for My Portal, the My Portal application runs smoothest in this browser.



- Q12: Is there any software development underway to bring the HCF information request process into My Portal, similar to the way it works in the Telecom program? Chasing e-mail messages is tricky.
- A12: This is a feature/capability we are planning on developing. USAC recognizes having this capability will simplify communications for all stakeholders, including USAC. Thanks for the suggestion.
- Q13: Is there a chance that we could be given access to FCLs and final approvals on the document tab in My Portal?
- A13: Thanks for your suggestion for improvements to My Portal. USAC does have plans to incorporate the dissemination of funding commitment letters through My Portal and will look into the implementation of this suggestion at that point.
- Q14: Can there be an effort to allow an export function into cvs or Excel on search results for funding commitments and search posted services?
- A14: Yes, USAC recognizes this capability will be very useful for stakeholders. USAC plans to provide this feature later this year.

### **Training and Outreach**

- Q15: What does it cost to go to the American Telemedicine Association (ATA) conference?
- A15: Registration options can be found on the ATA's Fall Forum [website](#). On September 16, USAC will host a free-of-charge training titled: "Introduction to the HCF Program: Training for Individual HCP Applicants." You can find the details for that training and our participation in ATA on the RHC [website](#).
- Q16: We need a conference on the west coast. It is too costly to travel to east coast.
- A16: USAC recently held a training in Los Angeles at the ATA conference in May. We encourage you to look at our RHC Program Calendar and subscribe to the Circuit newsletter for information about other trainings.