

FCC-USAC Webinar

**FY2015 Kick-off:
Program Updates**

July 21, 2015

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 are attached to event reminder email and posted to the webinars web page.

Presenters

- **Radhika Karmarkar**
Deputy Chief, RHC Program, FCC
- **Craig Davis**
Vice President, RHC Program, USAC
- **Paloma Costa**
Manager of Customer Service and Outreach, RHC Program, USAC
- **Benny Kil**
Manager of Business Analysis, RHC Program, USAC

Agenda

- Introductions
- Funding and Processing Statistics
- Training & Customer Service
- My Portal Development and Plans for the Future
- Questions and Answers

FCC-USAC Webinar

Funding and Processing Statistics

Funding Commitments – Total Program Funding*

RHC Program	Application Type	Amount Type	FY2013	FY2014	FY2015
Total Program Funding	All RHC	Requested	\$190.3M	\$272.6M	\$46.3M
		Committed	\$179.5M	\$181.2M	\$25.5M

*As of June 30, 2015

Funding & Processing Statistics

Funding Commitments – Total Program Funding*

RHC Program	Application Type	Amount Type	FY2013	FY2014	FY2015
Telecom	Individual	Requested	\$140.8M	\$154.1M	\$32.7M
		Committed	\$130.0M	\$122.3M	\$24.7M

*As of June 30, 2015

Funding & Processing Statistics

Funding Commitments – Total Program Funding*

RHC Program	Application Type	Amount Type	FY2013	FY2014	FY2015
HCF	Consortia	Requested	\$33.2M	\$69.3M	\$11.1M
		Committed	\$33.1M	\$38.2M	\$592K
	Individual	Requested	\$16.2M	\$49.1M	\$2.5M
		Committed	\$16.2M	\$20.6M	\$182K

*As of June 30, 2015

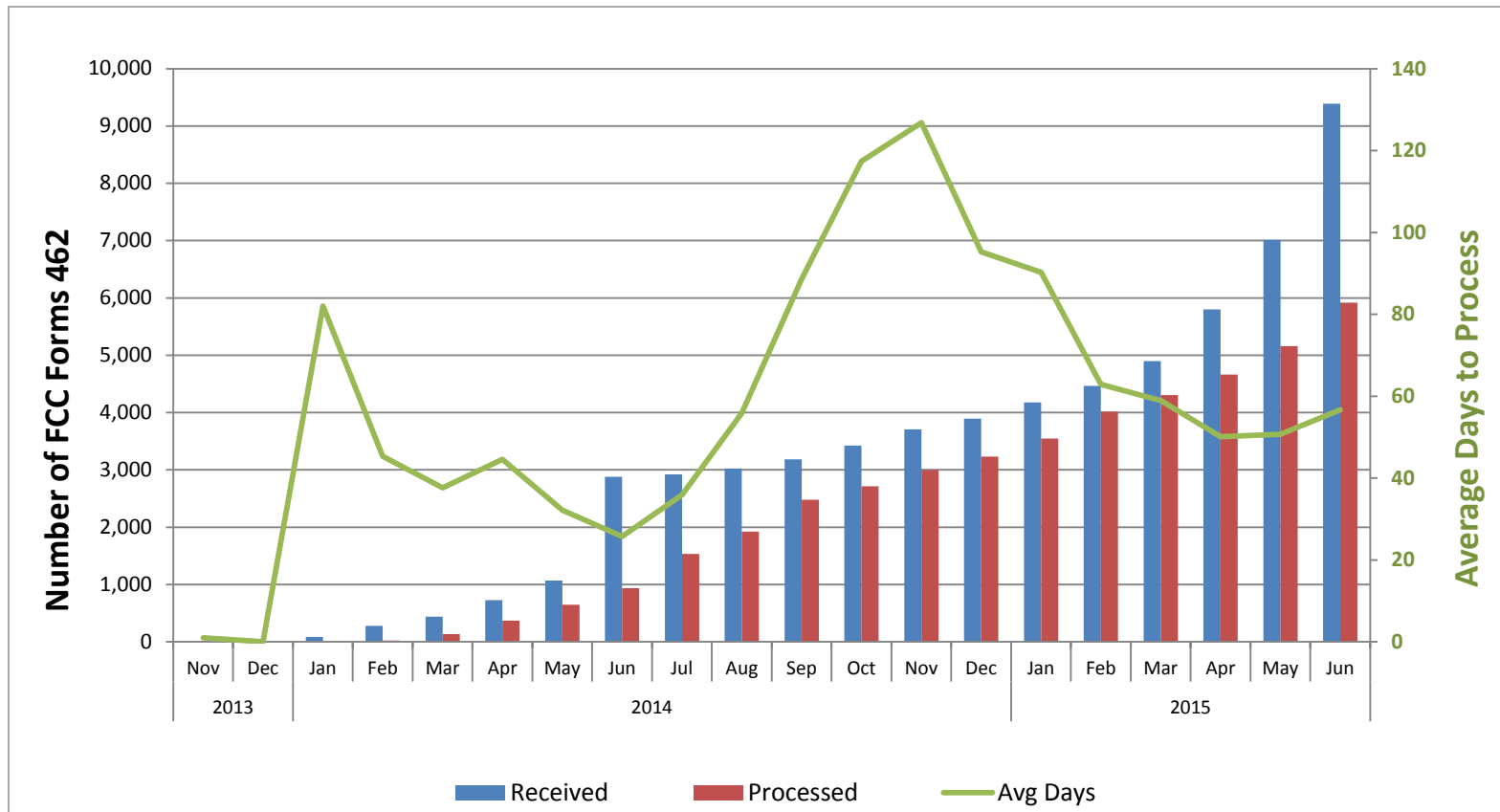
Funding Requests and Disbursements – HCF Program

HCF Program Funding Requests	FY2013	FY2014	FY2015
Total Funding Requests	2,839	6,403	148
Total Funding Requests (Consortia)	55	237	14
Total Funding Requests (Individual HCPs)	2,784	6,166	134

HCF Program Disbursements	FY2013	FY2014
Total Disbursements Made	\$21.9M	\$5.9M
Total Disbursements Made (Consortia)	\$12.6M	\$3.5M
Total Disbursements Made (Individual HCPs)	\$9.3M	\$2.5M

Funding & Processing Statistics

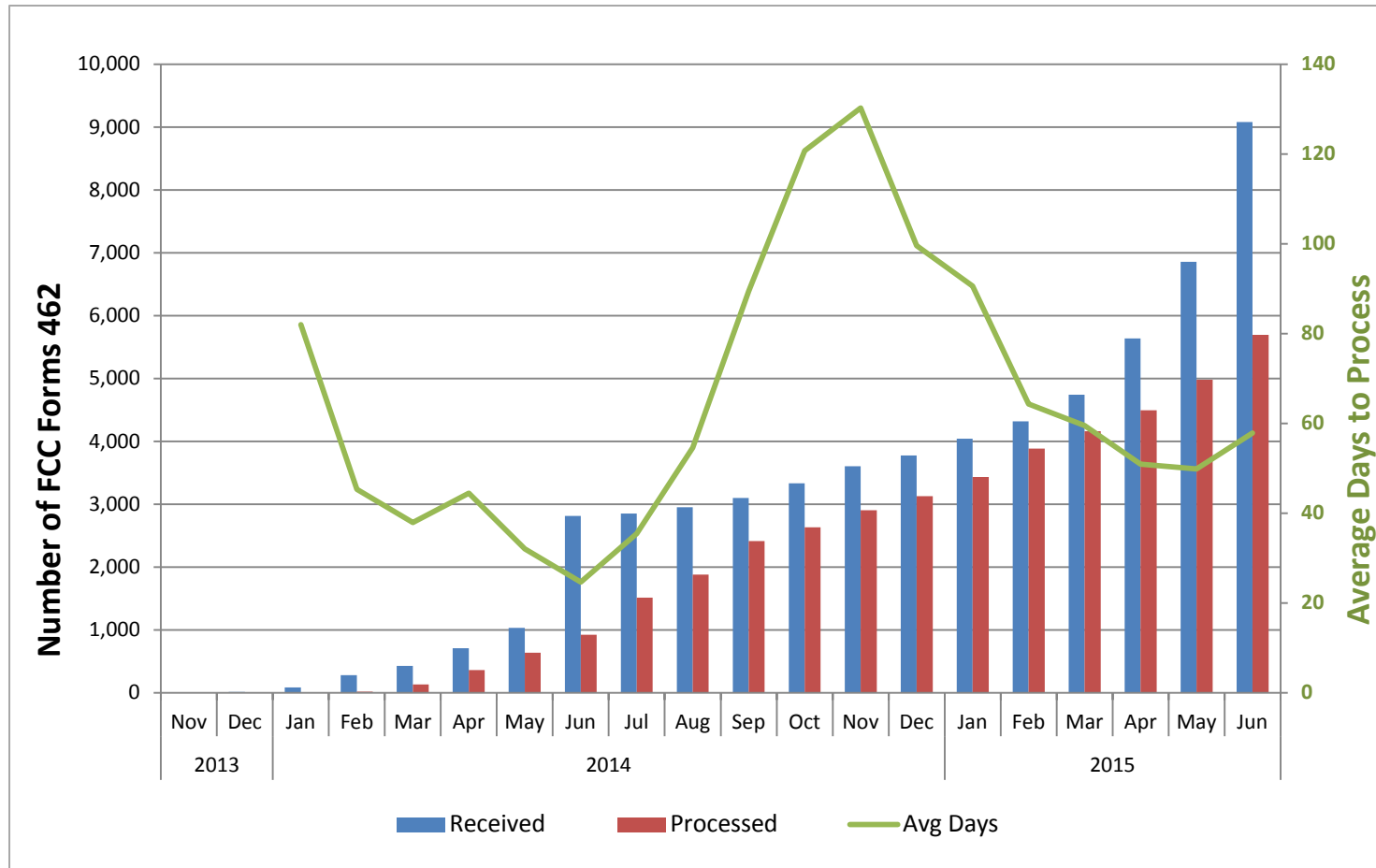
HCF Program Funding Requests - All HCPs FY2013-FY2015



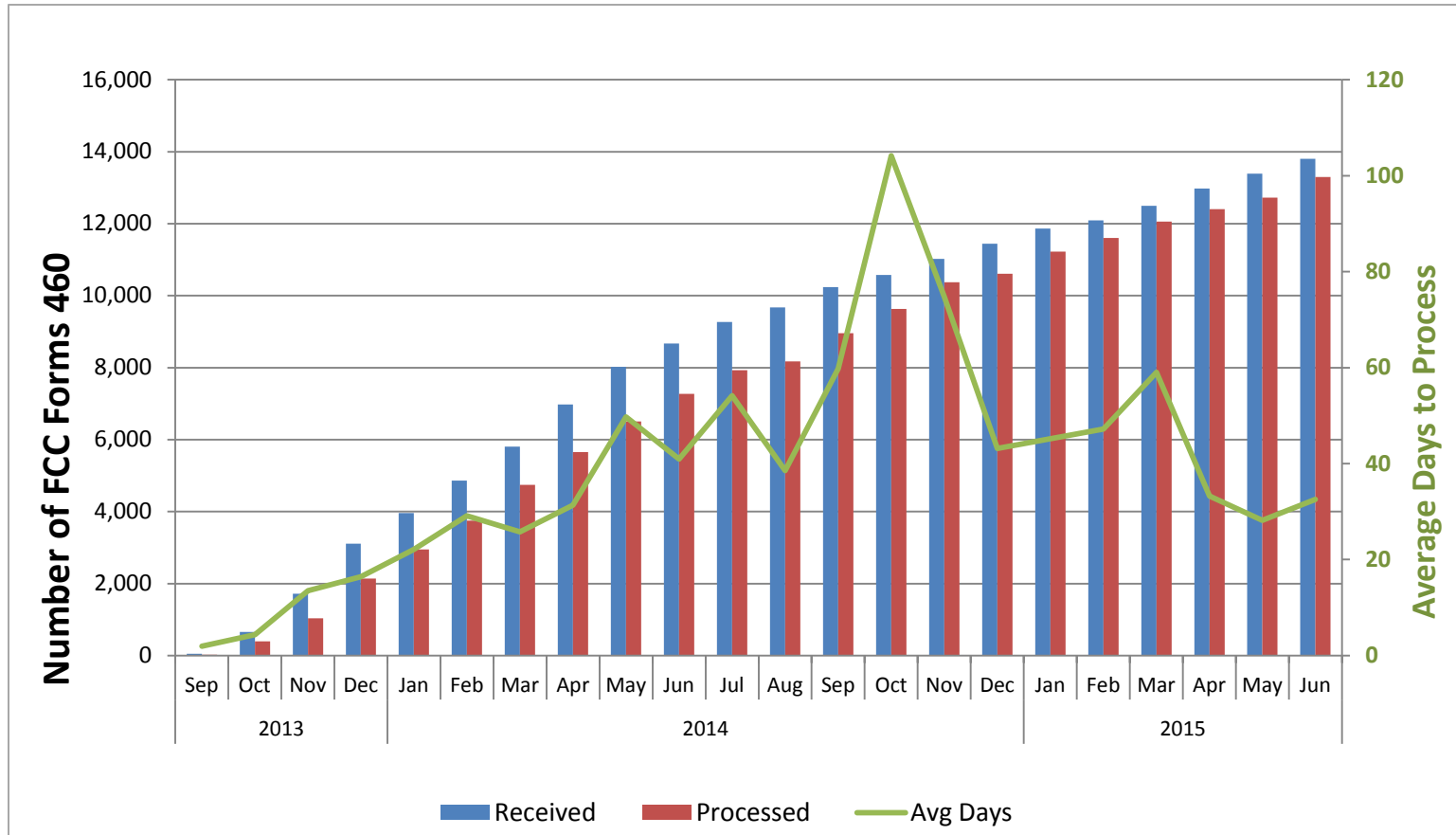
HCF Program Consortia Funding Requests FY2013-FY2015



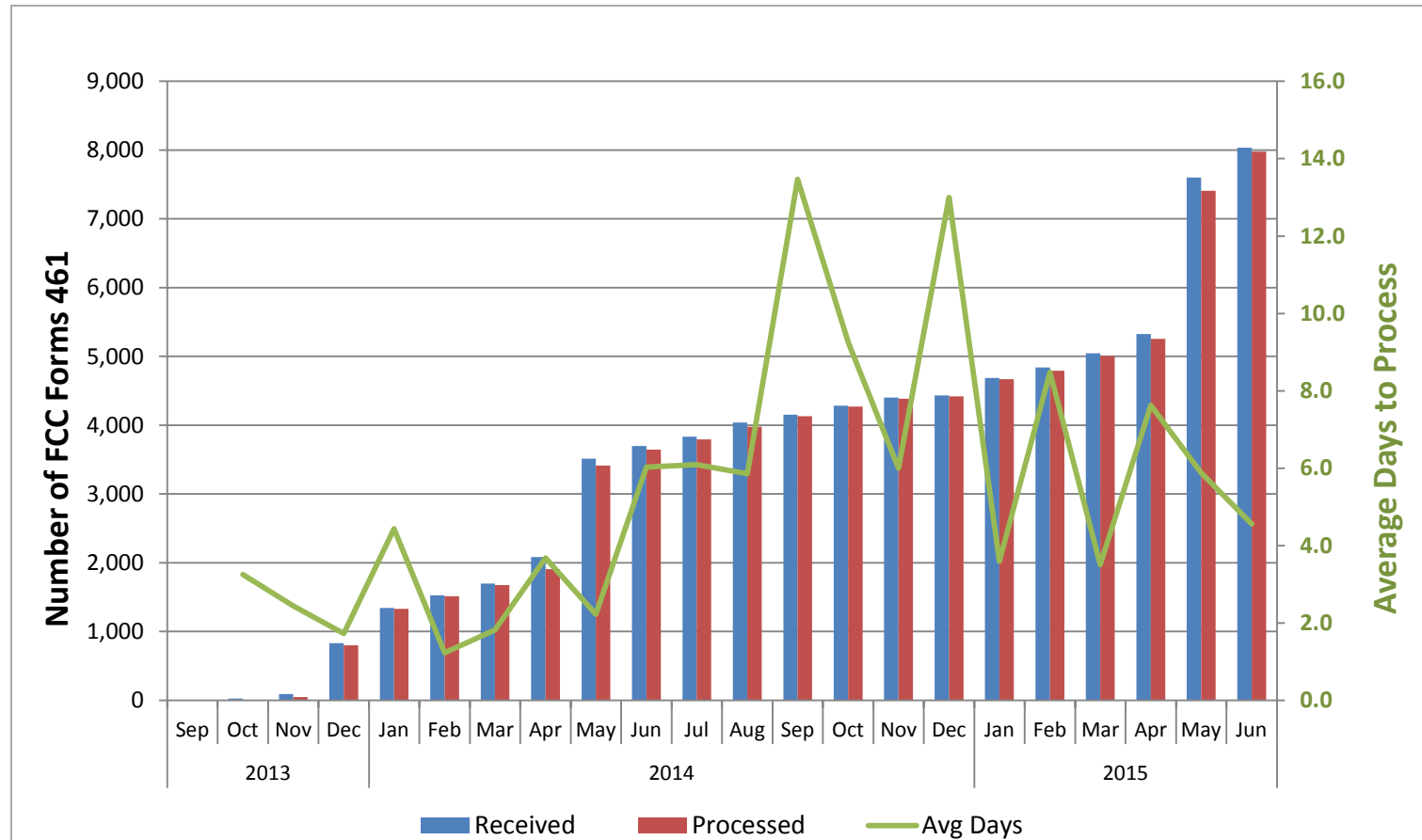
HCF Program Individual HCPs Funding Requests FY2013-FY2015



HCF Program Eligibility Processing Information



HCF Program Request for Services



FCC-USAC Webinar

Training & Customer Service

Guides

- Guides to Forms for both HCF and Telecom Programs

ABOUT THE PROGRAM

- Getting Started
- Funding Information
- Program Integrity
- FCC Resources
- Trainings & Outreach
- FCC HCF FAQs (PDF)

RESOURCES & TOOLS

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

INDIVIDUAL HCPS ▾
CONSORTIA ▾
SERVICE PROVIDERS ▾

FORMS

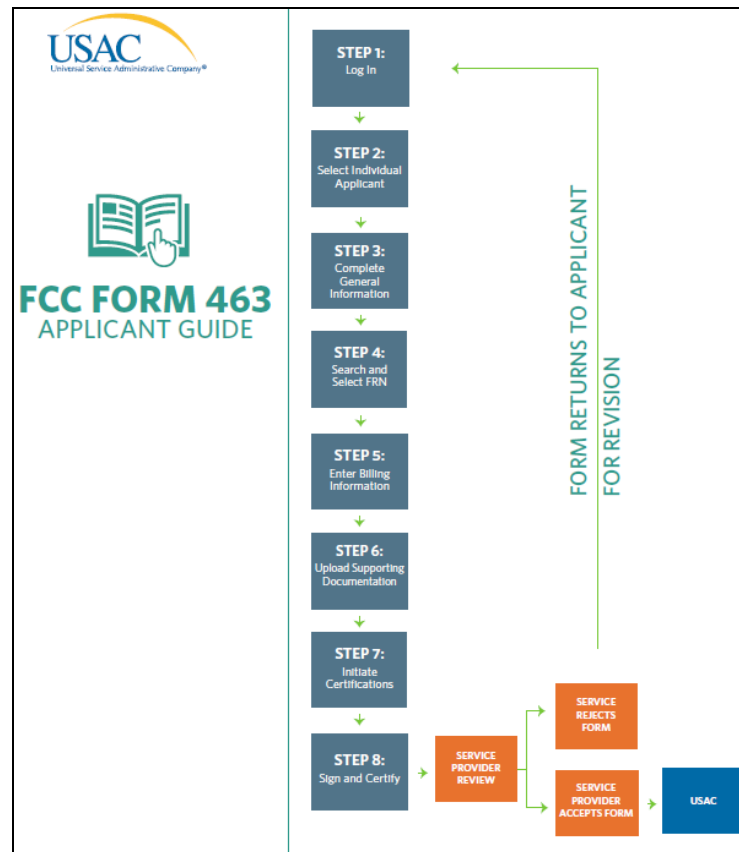
All HCF Program forms and supporting documentation must be submitted by filing online through My Portal. For more information about these forms, review the [Guide to Forms](#).

<p>FCC Form 460</p> <p>File Online</p>	<p>Eligibility and Registration Form</p> <p>FCC Form 460 and Instructions</p> <p>FCC Form 460 Online Filing Instructions</p> <p>Community Mental Health Center Checklist</p> <p>FCC Form 460 Best Practices (Individual HCPS)</p> <p>FCC Form 460 Best Practices (Consortia)</p>
<p>FCC Form 461</p> <p>File Online</p>	<p>Request for Services Form</p> <p>FCC Form 461 and Instructions</p> <p>FCC Form 461 Online Filing Instructions for Individual HCPS</p> <p>FCC Form 461 Online Filing Instructions for Consortia</p> <p>FCC Form 461 Best Practices (Individual HCPS)</p> <p>FCC Form 461 Best Practices (Consortia)</p>

	PURPOSE	WHO MUST SUBMIT	WHEN TO SUBMIT	OTHER REQUIREMENTS	PROCESSING TIME**
FCC Form 460 Eligibility and Registration Form	Certifies that the applicant meets eligibility requirements	All applicants requesting HCF Program funding All applicants must submit FCC Form 460, even if the applicant has been deemed eligible to participate in another component of the RHC Program (Telecom or Pilot Program) Off-site administrative offices, off-site data centers, and ineligible entities participating in a consortium must submit FCC Form 460	May be submitted at any time during the funding year (only needs to be submitted once, as opposed to each funding year, to establish eligibility, unless information changes) Must be filed prior to submitting any other HCF Program forms	First-time filers must register in My Portal to be able to submit forms online If any FCC Form 460 information changes, such as applicant's physical location, statistical information, or eligible entity type, new FCC Form 460 must be submitted within 30 days	30 days
FCC Form 461 Request for Services Form	Allows the applicant to describe service needs and request bids for services from service providers	All applicants, unless their request for services meets one or more competitive bidding exemptions	Can be submitted as early as January 1 prior to the funding year—form must be posted on USAC's website for at least 28 days before the applicant signs a new contract with a service provider and submits FCC Form 462 To receive a full year of funding, must be submitted in time for USAC to post by June 2; otherwise, funding will be pro-rated	Applicants using an RFP or network plan must submit them with the form Applicants that decide to extend the bidding period should promptly notify USAC so that the website posting can be updated with the extension date	No RFP: Posted within 3-5 business days Posted with RFP: Posted within approximately four weeks
FCC Form 462 Funding Request Form	Provides information about the service agreement and certifies applicant selected most cost-effective offer Information used to calculate and issue funding commitments	All applicants requesting HCF Program funding	Can be submitted as early as the 29th day after FCC Form 461 posting (the Allowable Contract Selection Date or ACSD) Must be submitted prior to 11:59 PM on June 30, last day of the funding year	Applicants must submit one form for each service provider	Individual HCP: 60-90 days Small Consortium (1-2 contracts, 10-20 HCPs, 10-100 line items): 30-45 days Medium Consortium (3-4 contracts, 30-40 HCPs, 100- 200 line items): 45-90 days Large Consortium (4+ contracts, 30-100+ HCPs, 200+line items): 90-120 days or longer
FCC Form 463 Invoice and Request for Disbursement Form	Used to request disbursement from USAC to service providers	All applicants and service providers participating in the HCF Program	Can be submitted when applicant's FCC Form 462 has been approved and a bill from the service provider has been received (cannot submit for future service dates) Can submit for individual or multiple months Must be submitted within six months of the end of the funding request	Applicants must submit one form per funding request number (FRN)	30 days

Guides

- Applicant Guides: Step-by-step PDFs to assist in the submission of forms through My Portal



Guides

- FCC Form 463 for Applicants
- FCC Form 463 for Service Providers
- FCC Form 460 for Individual HCPs
- HCF Program LOA/LOE Submission Guide
- Site and Service Substitution Guide

Videos

- Site and Service Substitutions – new My Portal functionality allowing site and service substitutions explained in a demo video
- More videos coming soon!

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INDIVIDUAL HCPS ▾

CONSORTIA ▾

SERVICE PROVIDERS ▾

TRAININGS & OUTREACH

Online Learning Library

All Training Events

Handouts & Reference

Newsletter

Webinar (Individual HCPS)

Webinar (Consortia)

USAC offers a variety of Healthcare Connect Fund (HCF) Program resources for individual health care providers (HCPs), current and prospective consortia, and service providers. In this section you can access publications, handouts, webinar recordings, educational tutorials, and other resources. All events and resources are offered free of charge.

Upcoming Events

- [Quarterly Webinar for Consortium Leaders](#) - July 14, 2015
- [Quarterly Webinar for Individual HCPS](#) - August 11, 2015

Looking for a past event?

[View webinar recordings](#)

[View full event archive](#)

Resources

Learn at your own pace with our handouts, reference materials, online videos, and tutorials. You can also view recordings of past webinar events.



Handouts & Reference

Print resources, guides, and more

[View All Handouts](#)



Online Learning Library

Videos, tutorials, and webinar recordings

[View All Videos](#)

Online Learning Library

These learning tools are designed to help you understand and manage the form filing process, FCC requirements, and other elements of the Healthcare Connect Fund (HCF) Program. Tools include videos, recorded webinars, and interactive modules.



[How to File a Site and Service Substitution](#)

[How to File a Site and Service Substitution](#)

10:18 minutes | June 2015

[Best Practices and Tips Webinar](#)

5:33 minutes | October 2014

[FCC-USAC HCF Program Webinar](#)

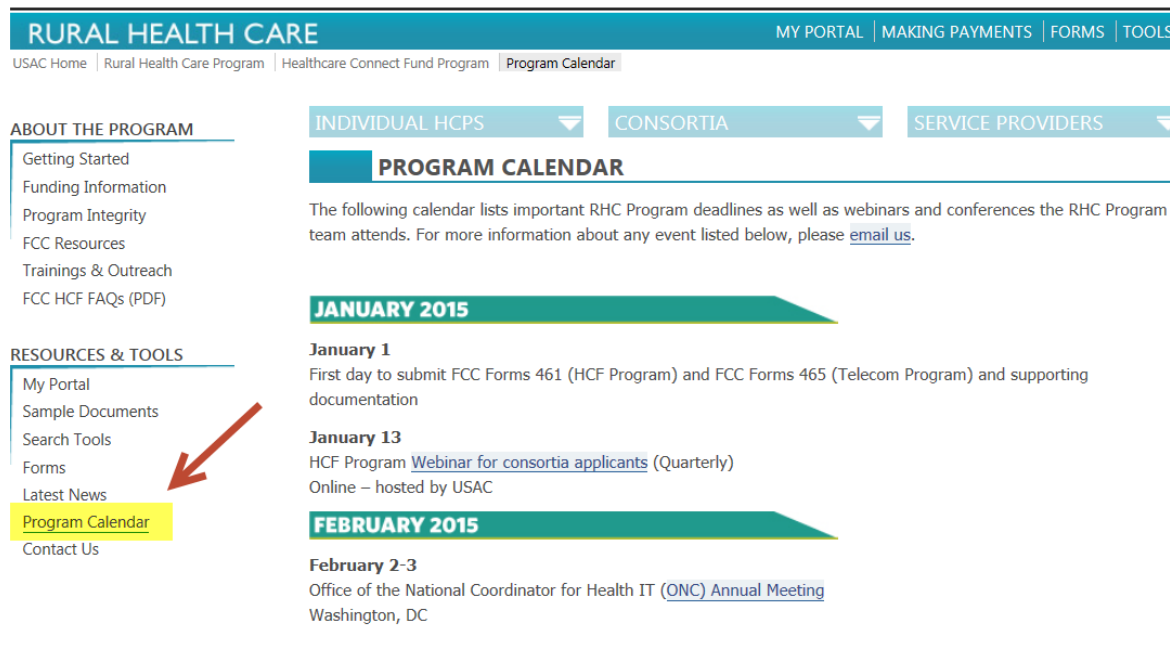
55:22 minutes | October 2014

[FCC's Healthcare Connect Fund Program](#)

33:40 minutes | January 2013

New RHC Program Calendar

- New website page that details RHC deadlines and events such as webinars and conferences where the team will be exhibiting



RURAL HEALTH CARE MY PORTAL | MAKING PAYMENTS | FORMS | TOOLS

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

INDIVIDUAL HCPS ▾ CONSORTIA ▾ SERVICE PROVIDERS ▾

PROGRAM CALENDAR

The following calendar lists important RHC Program deadlines as well as webinars and conferences the RHC Program team attends. For more information about any event listed below, please [email us](#).

JANUARY 2015

January 1
First day to submit FCC Forms 461 (HCF Program) and FCC Forms 465 (Telecom Program) and supporting documentation

January 13
HCF Program [Webinar for consortia applicants](#) (Quarterly)
Online – hosted by USAC

FEBRUARY 2015

February 2-3
Office of the National Coordinator for Health IT ([ONC Annual Meeting](#))
Washington, DC

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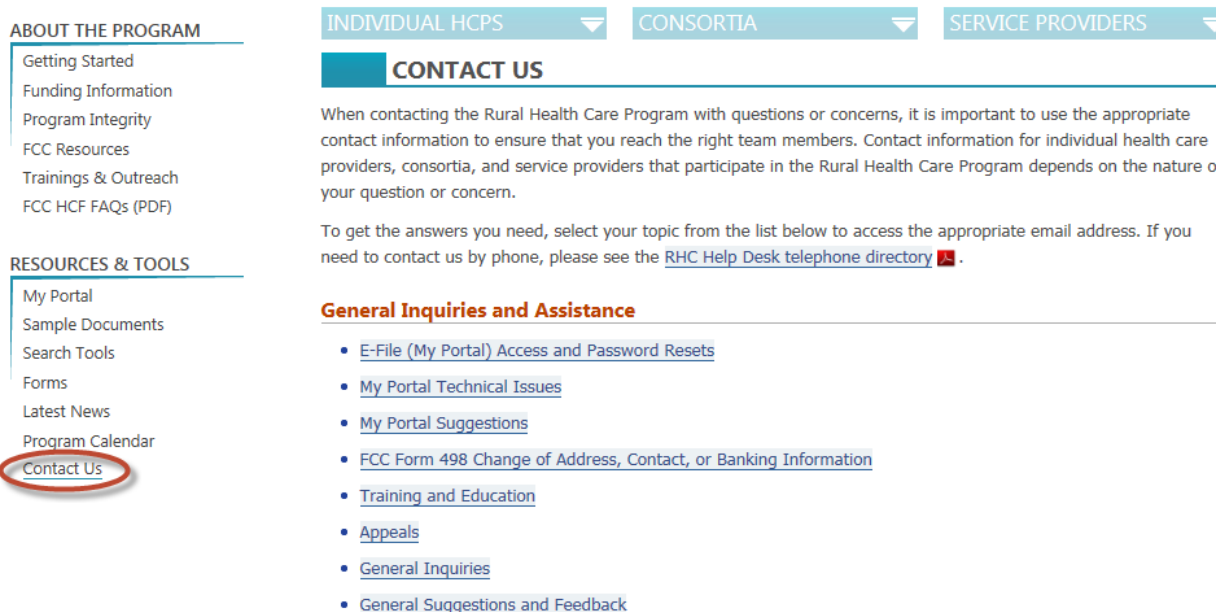
- My Portal
- Sample Documents
- Search Tools
- Forms
- Latest News
- Program Calendar**
- Contact Us

RHC On the Road

- Telehealth Resource Centers
- State Offices of Rural Health
- ATA Fall Forum

Help Desk Improvements

- Reduced response time
- 30+ subject matter experts available to help answer questions



The screenshot shows the 'CONTACT US' page of the USAC website. At the top, there are three navigation tabs: 'INDIVIDUAL HCPS', 'CONSORTIA', and 'SERVICE PROVIDERS'. Below these is a 'CONTACT US' header. The main text explains that users should use appropriate contact information to reach the right team members. Below this, there is a section for 'General Inquiries and Assistance' with a list of links: 'E-File (My Portal) Access and Password Resets', 'My Portal Technical Issues', 'My Portal Suggestions', 'FCC Form 498 Change of Address, Contact, or Banking Information', 'Training and Education', 'Appeals', 'General Inquiries', and 'General Suggestions and Feedback'. On the left side, there are two menu sections: 'ABOUT THE PROGRAM' and 'RESOURCES & TOOLS'. The 'CONTACT US' link in the 'RESOURCES & TOOLS' menu is circled in red.

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INDIVIDUAL HCPS ▾ **CONSORTIA** ▾ **SERVICE PROVIDERS** ▾

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](#).

General Inquiries and Assistance

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

Consortia Account Representatives

- Each consortium is assigned a point of contact from our consortia operations team to assist them through the application process and answer questions where needed

Coming Soon!

- Additional audience-specific webinars and trainings
- New website content
- Changes to My Portal correspondence

FCC-USAC Webinar

My Portal Development and Plans for the Future

New IT Roadmap

- Internal roadmap organizing our development efforts among our team through the end of the year

Telecom Program – New and Upcoming Features

- Service Provider Invoicing Search Screen Enhancement for Invoicing (Completed April 2015)
- Telecom Stakeholder Tools (Through 2015)

HCF Program – New and Upcoming Features

- Site and Service Substitutions (Completed April 2015)
- Export tool on Search Posted Services Page (Complete by Sept 2015)
- Consortia Annual Report (Complete by Sept 2015)

Both Telecom & HCF Program – In Progress

- Dual Dashboards (2nd half of 2015)
- Copy My App for FCC Forms 466 & 462 (2nd half of 2015)

Questions?

Contact Us!

RHC Program

800-453-1546

RHC-Assist@usac.org