

USER GUIDE:

Submitting a Letter of Agency (LOA) or Letter of Exemption (LOE)

Step 1: Log in

Log into My Portal with your user ID (email address) and password.

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.

Step 2: Select "Consortium Project Coordinator"

From the list provided, select "Consortium Project Coordinator – Healthcare Connect Fund."

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 \(Forms 460, 461, 462, 463\)](#)
- [Consortium Project Coordinator - Healthcare Connect Fund](#)

Step 3: Select Consortium HCP Number

After selecting the option for “Consortium Project Coordinator,” you will be directed to a page listing the consortium HCPs under the “My Consortia” tab. Select a consortium HCP number to add member HCPs to that consortium.

RURAL HEALTH CARE Return to My Portal

The *My Consortia* tab provides a high-level overview of all consortia in the Healthcare Connect Fund which you manage or have account access to, including:

- o HCP Number and HCP Name
- o Street Address
- o Account Holder Type (Primary, Secondary, Tertiary, Draft)

To access a specific consortium, search by HCP Number or HCP Name (or simply scroll down the list of consortia), then click on the HCP Number. Once you have selected a consortium, you will be taken to that consortium's My Consortium tab, and information on all other tabs will now be specific to that consortium. To access information about another HCP, go to the *My Consortia* tab and select the new consortium.

[File a Form 460 for a new Consortium](#)

My Consortia | **Account Holders**

Search By HCP Number	Search By HCP Name	Account Holder Type	Address	City	State	Zip
1142047	MKD Health System	Primary	123 Ocean Drive	Avalon	NJ	08202

Step 4: Upload LOA or LOE Document

Select the “My LOAs” tab and then click on the “Add LOA” button to upload LOAs or LOEs.

RURAL HEALTH CARE Return to My Consortia

My Consortium | **My LOAs** | Documents | Account Holders | Forms

RHC Note: All consortium members must have an HCP # and a submitted Form 460. Click on the 'File Member Form 460' button to create a new HCP or file a Form 460 for an existing Rural Health Care participant.

LOA ID:

HCP Number:

Status:

LOA ID 55513450 - Approved

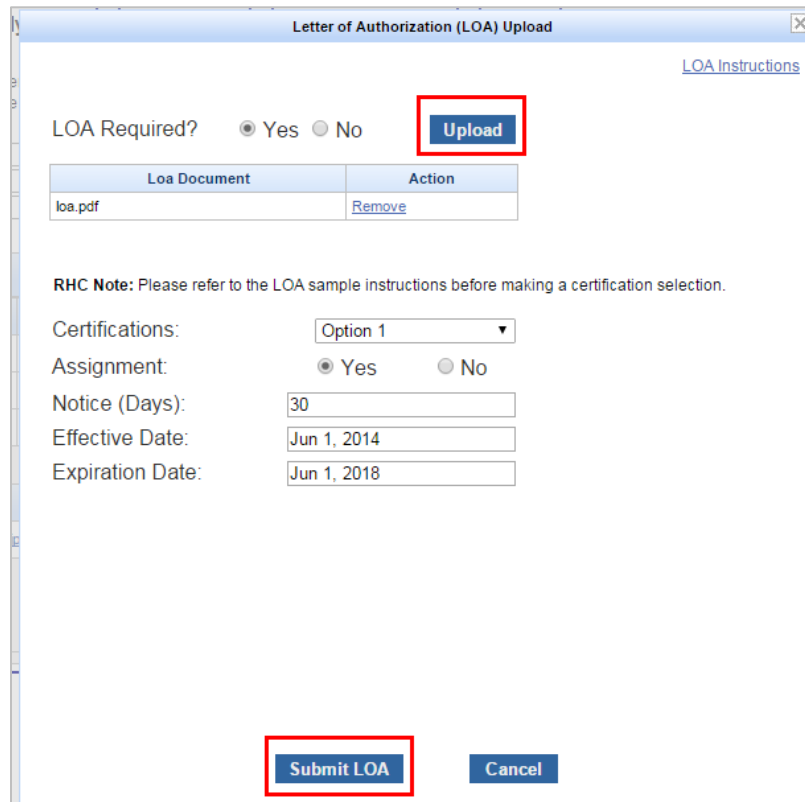
HCP Number	HCP Name	Authorization Level	Status
1142048	MKD Community Mental Health Center	460 - 463	Approved
1142050	MKD Rural Health Clinic	460 - 463	Approved
1142049	MKD Hospital	460 - 463	Approved

Document Uploads

A “Letter of Agency (LOA) Upload” pop-up box will appear where an applicant can upload a scanned copy of the LOA or LOE signed paper document and provide details about the authorizations that are associated with the member HCP sites. To learn more about consortium authorizations, visit the [Authorizations](#) web page.

Step 4a: Upload an LOA

To submit a Letter of Agency (LOA), select the “Yes” radio button next to “LOA Required?” and then click the “Upload” button to upload a scanned copy of the signed paper document. To learn more, visit the [Letter of Agency](#) web page.



Complete the LOA upload screen:

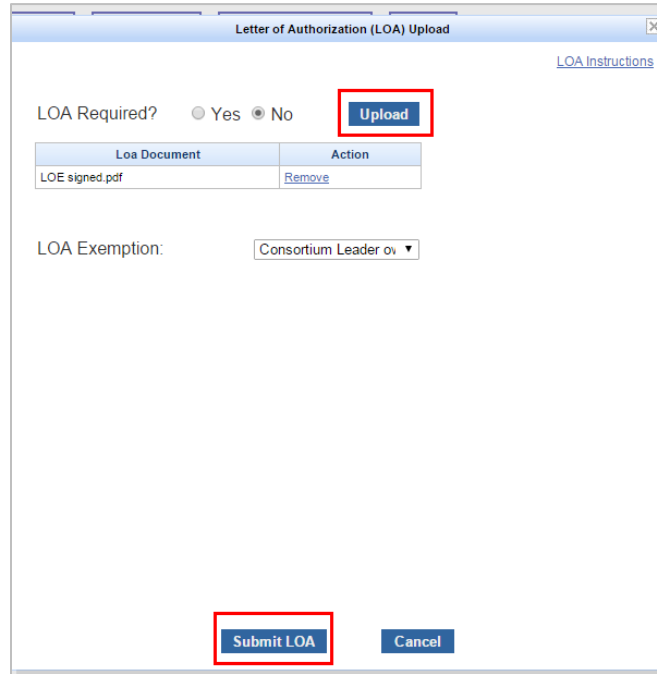
- For the “Certifications” drop down menu:
 - Select “Option 1” if there is no existing formal agreement, and the consortium leader will assume sole legal and financial responsibility for the activities of the consortium.
 - Select “Option 2” if the consortium has a formal written agreement, approved by USAC, allocating legal and financial responsibility to the consortium leader.
- The “Assignment” radio buttons refer to whether or not the consortium leader is permitted to assign a new consortium leader.
 - If the “Yes” radio button is selected, the applicant must enter a number in the “Notice (Days)” field. This identifies the number of days in advance a consortium leader must notify the member HCPs if the consortium leader is changing.
- Enter in the effective date and expiration date for the LOA.

When completed, select the “Submit LOA” button.

Step 4b: Upload an LOE

To submit a Letter of Exemption (LOE), select the “No” radio button next to “LOA Required?” and click the “Upload” button to upload a scanned copy of the signed paper document. To learn more, visit the [Letter of Exemption](#) web page.

For the “LOA Exemption” drop down menu, choose the exemption reason. When completed, select the “Submit LOA” button.



Letter of Authorization (LOA) Upload

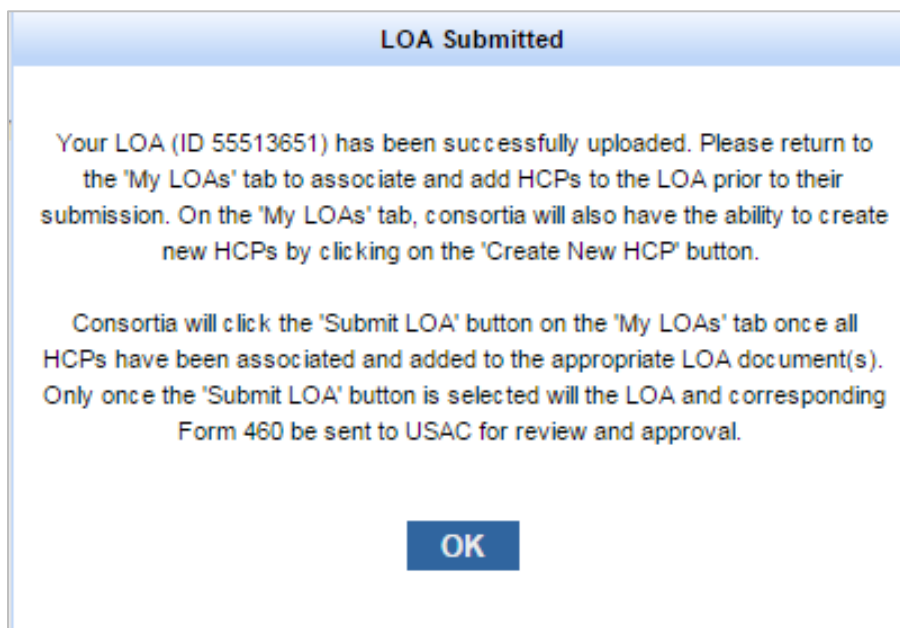
[LOA Instructions](#)

LOA Required? Yes No

Loa Document	Action
LOE signed.pdf	Remove

LOA Exemption:

After the LOA or LOE has been submitted, a prompt will appear to confirm the submission was successful, and provide the LOA ID. Click “OK” to return to the “My LOAs” tab.



LOA Submitted

Your LOA (ID 55513651) has been successfully uploaded. Please return to the 'My LOAs' tab to associate and add HCPs to the LOA prior to their submission. On the 'My LOAs' tab, consortia will also have the ability to create new HCPs by clicking on the 'Create New HCP' button.

Consortia will click the 'Submit LOA' button on the 'My LOAs' tab once all HCPs have been associated and added to the appropriate LOA document(s). Only once the 'Submit LOA' button is selected will the LOA and corresponding Form 460 be sent to USAC for review and approval.

Step 5: Add Member HCPs to LOA

In this step, you will identify the member HCPs that are associated with this LOA. Select the “Add HCPs to LOA” button.

My Consortium
My LOAs
Documents
Account Holders
Forms

RHC Note: All consortium members must have an HCP # and a submitted Form 460. Click on the 'File Member Form 460' button to create a new HCP or file a Form 460 for an existing Rural Health Care participant.

LOA ID:

HCP Number:

Status:

LOA ID 55513651 - Awaiting 460 Submission

HCP Number	HCP Name	Authorization Level
No HCPs are associated to this LOA.		

Document Uploads

[LOE signed.pdf](#)

First 1 of 2 Last

(2 Records)

Build the list of member HCPs to be added to this LOA by using the search function. You can type in multiple search criteria in any of the three fields for HCP name, HCP number, or ZIP code to search. To add an HCP, click the “Add” link in the “Add HCP” column.

Add HCPs to LOA

HCP Name:

HCP Number:

Zip Code:

HCP Information

HCP #	Name	Pending	Level of Authorization	Add HCP
1142050	MKD Rural Health Clinic	N	460 - 463 ▼	Add
1142048	MKD Community Mental Health Center	N	460 - 463 ▼	Add
1142049	MKD Hospital	N	460 - 463 ▼	Add
1142113	MKD Emergency Room	Y	460 - 463 ▼	Add

Once an HCP has been added, the “Add” link will change to “Unselect.” Click the “Unselect” link if you wish to remove the HCP from the list.

Use the “Reset” button to continue searching for HCPs. Once you have added each of the member HCPs associated with the LOA, click the “Add HCPs to LOA” button to connect the member HCPs to the LOA.

Add HCPs to LOA

HCP Name:

HCP Number:

Zip Code:

HCP Information

HCP #	Name	Pending	Level of Authorization	Add HCP
1142050	MKD Rural Health Clinic	N	460 - 463 ▼	Add
1142048	MKD Community Mental Health Center	N	460 - 463 ▼	Add
1142049	MKD Hospital	N	460 - 463 ▼	Unselect
1142113	MKD Emergency Room	Y	460 - 463 ▼	Unselect

Add HCPs to LOA

The “My LOAs” tab will now show each of the member HCPs that have been added to the LOA. To delete a member HCP from the LOA, click the “Remove” link on the right column. To add additional member HCPs to the LOA, click the “Add HCPs to LOA” button again.

Step 6: Submit the LOA

Once the list of HCPs is complete and accurate, click the “Submit LOA” button.

[My Consortium](#) | [My LOAs](#) | [Documents](#) | [Account Holders](#) | [Forms](#)

RHC Note: All consortium members must have an HCP # and a submitted Form 460. Click on the 'File Member Form 460' button to create a new HCP or file a Form 460 for an existing Rural Health Care participant.

LOA ID: [Search](#)
 HCP Number: [Clear](#)
 Status:

[File Member Form 460](#) [Add LOA](#)

LOA ID 55513651 - Awaiting 460 Submission

HCP Number	HCP Name	Authorization Level	
1142113	MKD Emergency Room	460 - 463	Remove
1142049	MKD Hospital	460 - 463	Remove

Document Uploads

[LOE signed.pdf](#)

[Submit LOA](#) [Edit LOA](#) [Add HCPs to LOA](#)

If an FCC Form 460 has not been submitted to USAC for review for an HCP, the “Submit LOA” button will be grayed out, and a hover-over error will appear that says, “Missing member 460 for HCP: XXXXX.” Applicants will need to file a new FCC Form 460 for a member site that needs to be added to the LOA in order to attach that HCP to the LOA, using the “File Member Form 460” button.

[My Consortium](#) | [My LOAs](#) | [Documents](#) | [Account Holders](#) | [Forms](#)

RHC Note: All consortium members must have an HCP # and a submitted Form 460. Click on the 'File Member Form 460' button to create a new HCP or file a Form 460 for an existing Rural Health Care participant.

LOA ID: [Search](#)
 HCP Number: [Clear](#)
 Status:

[File Member Form 460](#) [Add LOA](#)

LOA ID 55513651 - Awaiting 460 Submission

HCP Number	HCP Name	Authorization Level	
1142113	MKD Emergency Room	460 - 463	Remove
1142049	MKD Hospital	460 - 463	Remove
142049	Internet Data Center	460 - 463	Remove

Document Uploads

[LOE signed.pdf](#)

Missing member 460 for HCP: 142049 [Submit LOA](#) [Edit LOA](#) [Add HCPs to LOA](#)

After submitting an FCC Form 460 for each HCP, you will need to select the consortium HCP number and then the “My LOAs” tab to return to this screen and repeat the process to submit additional LOAs/LOEs.

Once each of the HCPs has an FCC Form 460 that is either approved or submitted to USAC, the applicant will be able to submit the LOA by clicking the “Submit LOA” button.

Step 7: Confirm Successful Submission

Select the “My Consortium” tab. The “HCPs to be added to Consortium” list will display each of the member HCPs that are linked to the LOA/LOE that is under USAC review. In addition, the Project Coordinator will receive an email notification that the LOA/LOE was submitted successfully.

RURAL HEALTH CARE
Return to My Consortia

My Consortium

My LOAs

Documents

Account Holders

Forms

MKD Health System

HCP Number:

HCP Name:

Search
Reset

Rural Percentage: 100.00%

LOA Report

Existing HCPs on 460 (From Line 24)

HCP Number	HCP Name	Eligible (Y/N)	Entity Type	Rural	
1142048	MKD Community Mental Health Center	Y		Y	Revoke HCP
1142050	MKD Rural Health Clinic	Y		Y	Revoke HCP
1142049	MKD Hospital	Y		Y	Revoke HCP

HCPs to be added to Consortium

HCP Number	HCP Name	Eligible (Y/N)	Rural
1142113	MKD Emergency Room		