



# Healthcare Connect Fund Program

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# Consortia Quarterly Webinar July 2014

## Today's Speakers

- **Paloma Costa**  
RHC Program Outreach
- **Thomas Beyle**  
Program Analyst, RHC Program



## Welcome to the Quarterly Webinar

- Provides program updates, clarification of program rules, outreach, and assistance to consortia HCF Program applicants and service providers
- Second Tuesday of January, April, July, and October
- Agenda provided one week in advance to those subscribed to HCF Program Consortia emails
- Submit questions and suggest agenda topics in advance to [rhc-assist@usac.org](mailto:rhc-assist@usac.org)

## 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

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.

## Agenda

- 1) Program Update: Enhanced RHC Help Desk
- 2) Updating the FCC Form 460: How to upload LOAs, revise forms, and add members
- 3) Understanding the Letter of Agency (LOA) vs. the Letter of Exemption (LOE)
- 4) Questions and answers



# HCF Program Consortia Quarterly Webinar

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# **Enhanced RHC Help Desk**

## Changes to RHC Program Contact Information

- Single, enhanced RHC Help Desk
- To contact the RHC Program:
  - Email [rhc-assist@usac.org](mailto:rhc-assist@usac.org), or
  - Call (800) 453-1546 between 9:30 AM and 4:30 PM ET
  - Other email addresses and phone numbers discontinued
- Click “Contact Us” in the left-hand navigation menu for a guide to navigate the RHC Help Desk phone system





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# Updating the FCC Form 460

## Steps in creating a consortium

- 1) File consortium FCC Form 460 through My Portal (consortium filing)
- 2) Obtain credentials for My Portal
- 3) File member HCP FCC Form 460s through My Portal (individual filing)
- 4) Upload Letters of Agency (LOAs) and attach HCP numbers
- 5) Re-submit consortium Form 460

- 1. FCC Form 460: Eligibility and Registration Form**
2. FCC Form 461: Request for Services Form
3. FCC Form 462: Funding Request Form
4. FCC Form 463: Invoice and Request for Disbursement Form






## Steps in creating a consortium

- 1) File consortium Form 460 through My Portal (consortium filing)
- 2) Obtain credentials for My Portal
- 3) File member HCP Form 460s through My Portal (individual filing)
- 4) Upload LOAs and attach HCP numbers**
- 5) Re-submit consortium FCC Form 460

## Upload LOA and attach HCP numbers

- Sample LOAs can be found on the USAC website

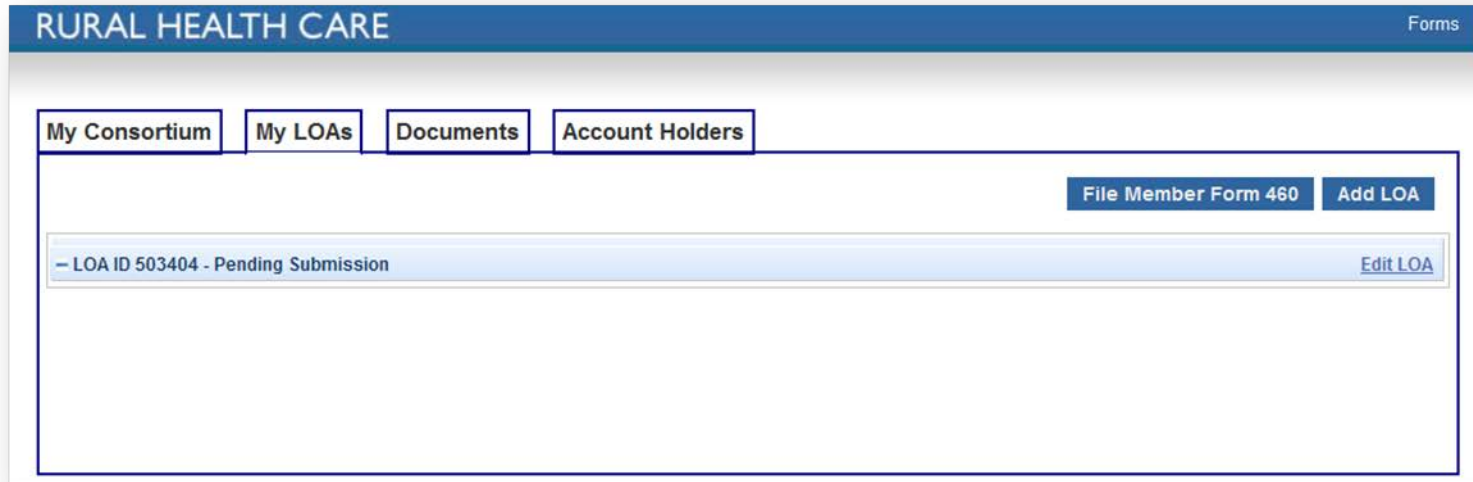
### Sample LOAs

- LOA for [FCC Forms 460, 461, 462, and 463](#)  (Recommended)
- LOA for [FCC Form 460 only](#) 
- LOA for [FCC Form 461 only](#) 
- LOA for [FCC Forms 462 and 463](#) 
- LOA for [FCC Forms 461, 462, and 463](#) 



The screenshot shows the USAC Rural Health Care website. At the top is the USAC logo. Below it is a teal header with the text "RURAL HEALTH CARE". Underneath the header are navigation links: "USAC Home", "Rural Health Care Program", and "Healthcare Connect Fund Program". The main content area is divided into two columns. The left column has two sections: "ABOUT THE PROGRAM" and "RESOURCES & TOOLS". The "ABOUT THE PROGRAM" section lists: "Getting Started", "Program Integrity", "Reference Area", "Trainings & Outreach", and "FCC HCF FAQs (PDF)". The "RESOURCES & TOOLS" section lists: "My Portal", "Sample Documents" (highlighted in yellow), "Search Tools", "Forms", "Latest News", and "Contact Us". The right column has two sections: "INDIVIDUAL HCPS" and "LATEST NEWS". The "INDIVIDUAL HCPS" section features a blurred image and the text "Steps to funding for non-consortia applicants" with a "GET ST" button. The "LATEST NEWS" section lists two items: "Last Chance to Submit F (6/30/2014)" and "Changes to the RHC Pro".

## Upload LOA and attach HCP numbers



The screenshot shows a web interface for 'RURAL HEALTH CARE' with a 'Forms' tab. Below the header are four tabs: 'My Consortium', 'My LOAs', 'Documents', and 'Account Holders'. The 'My LOAs' tab is active. In the top right corner of the content area, there are two buttons: 'File Member Form 460' and 'Add LOA'. Below these buttons is a table with one row containing the text '- LOA ID 503404 - Pending Submission' and an 'Edit LOA' link on the right side.

- Under “My LOAs” you can add new LOAs or modify previously uploaded LOAs
- Select “Add LOA”

## Upload LOA

Letter of Authorization (LOA) Upload

LOA Required?  Yes  No **Upload** [LOA Instructions](#)

**RHC Note:** Please refer to the LOA sample instructions before making a certification selection.

Certifications:

Assignment:  Yes  No

Notice (Days):

Effective Date:

Expiration Date:

**Submit LOA** **Cancel**

Upload LOA document(s)

**+ Upload...**

Filename: Important Information.txt  
[Delete this file.](#)

**Done**

- 1) Select “Upload”
- 2) Select document to upload and then select “Done”
- 3) Fill out other information on “Letter of Authorization (LOA) Upload” screen
- 4) Select “Submit LOA”

## Add HCPs to LOA

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

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.

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

- LOA ID 503404 - Pending Submission [Edit LOA](#)

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

Document Uploads

[Supporting Document.txt](#)

[Add HCPs to LOA](#)

- After an LOA has been uploaded, you can view the document itself and the list of HCPs associated with it by clicking on the minus sign next to the LOA number
- The list of associated HCPs will be blank until you select the “Add HCPs to LOA”



## Add HCPs to LOA

The screenshot shows a web application window titled "Add HCPs to LOA". It contains a search form with three input fields: "HCP Name:", "HCP Number:", and "Zip Code:". Below these fields are two buttons: "Search" and "Reset". Below the search form is a table titled "HCP Information". The table has five columns: "HCP #", "Name", "Pending", "Level of Authorization", and "Add HCP".

HCP #	Name	Pending	Level of Authorization	Add HCP
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Search for your HCPs by name, number, or ZIP code.

## Add HCPs to LOA

After you have found the correct HCP:

- 1) Set the correct level of authorization based on the LOA document itself
- 2) Select the “Add” button to attach the HCP and move on to the next HCP
- 3) Repeat this process until all of the HCPs listed in the LOA document are attached to the LOA

## Add HCPs to LOA

To add an HCP that does not yet have an existing HCP number, the consortium leader will need to file an FCC Form 460 for the HCP to create an HCP number before it can attach that member HCP to the LOA.

Choose “Select New HCP” to create a new HCP number for the participating HCP *only if a number does not already exist.*

**Create FCC Form 460**

Enter the HCP's zip code below.

- 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.

ZIP:

**Search** **Reset**

**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.

**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 [HCF 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 [rhc-assist@usac.org](mailto:rhc-assist@usac.org).

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## Update FCC Form 460 for the consortium

RURAL HEALTH CARE
Forms

My Consortium
My LOAs
Documents
Account Holders

XYZ Rural Percentage: **20.00%**

[Update Consortium 460](#)

**Existing HCPs on 460 (From Line 24)**

HCP Number	HCP Name	Eligible (Y/N)	Entity Type	Rural
<a href="#">27441</a>	Community Memorial Healthcare - Community Physicians Clinic	Y	Rural health clinic	Y
<a href="#">12643</a>	PMS Daybreak Center			
<a href="#">10342</a>	Sevier Valley Hospital			
<a href="#">14062</a>	Cape Area Office			
<a href="#">17592</a>	Anaconda Family Practice	Y	Rural health clinic	Y
<a href="#">27481</a>	New Mexico Primary Care Association Data Center			
<a href="#">25481</a>	Sawtooth Mountain Clinic, Inc.			
<a href="#">17620</a>	Cloud County Health Center			
<a href="#">32368</a>	Plains Area Mental Health			
<a href="#">32655</a>	Variety Care - Thomas Health Center			

**HCPs to be added to Consortium**

## Update FCC Form 460 for the consortium

After the LOAs are uploaded and all of the correct HCPs are attached:

- 1) Return to the “My Consortium” tab
- 2) Select “Update Consortium 460” to submit all the pending LOAs.

LOAs with no HCPs attached will remain in pending status until HCPs are added.

## Update FCC Form 460 for the consortium

- The FCC Form 460 and submitted LOAs must be processed by USAC before you will be able to update the form again
  - Make sure the list of HCPs to be added to the consortium on the “My Consortium” tab matches the uploaded LOAs
- The consortium FCC Form 460 will need to be approved before you can file FCC Forms 461 or 462.
  - You should not begin to draft these later forms until the FCC Form 460 is approved
  - The list of HCPs available on the FCC Forms 461 and 462 is based on the most recently approved FCC Form 460 when the draft is created (does not update automatically)

# Questions?

Use the “Questions” box in your user controls.

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# **Letters of Agency (LOA) vs. Letters of Exemption (LOE)**



## Letters of Agency (LOAs)

- Authorize the consortium leader to act on behalf of member HCPs
- A consortium is exempt from the LOA filing requirement in the following situations:
  - The consortium leader, which is an organization, owns and operates a facility; it is then by definition authorized to act on behalf of that facility
  - Off-site data centers or off-site administrative offices
  - Registered ineligible entities

## Letters of Agency (LOAs)

- For HCPs exempt from the LOA requirement, a document must be uploaded in place of the LOA to create the link between the consortium and the consortium member in the system
- The document is called a Letter of Exemption (LOE)

## Letters of Exemption (LOEs)

- LOEs have similar minimum requirements to LOAs, but are far less time consuming to prepare because only the consortium leader is involved

## Minimum Requirements for LOEs

- Consortium leader name
- Consortium member name
- Physical location of consortium member
- Explanation of reason for exemption
- Signature, title, and contact information (including phone number, mailing address and email address) of an official who is authorized to act on behalf of the consortium leader

## Upload LOE

Letter of Authorization (LOA) Upload

[LOA Instructions](#)

LOA Required?  Yes  No

LOA Exemption:

To upload an LOE:

- 1) Select the “No” radio button for the “LOA Required?” field
- 2) Select the correct exemption from the drop-down menu
- 3) Click “Submit LOA” button
- 4) Attaching the relevant HCPs on the “My LOAs” tab just like you would with an LOA.

# Questions?

Use the “Questions” box in your user controls.

## Thank You!

- Thanks for joining us at this quarter's webinar
- Sign up for reminders in the subscription center
  - Go to [www.usac.org](http://www.usac.org) and click “subscribe” in the upper-right corner, then select the quarterly webinar
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  - Email [rhc-assist@usac.org](mailto:rhc-assist@usac.org)
  - Call (800) 453-1546

