



# Healthcare Connect Fund Program

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# Individual HCPs Quarterly Webinar

September 3, 2014

## Welcome to the Quarterly Webinar

- Provides program updates, clarification of program rules, outreach, and assistance to individual HCP HCF Program applicants and service providers
- Second Tuesday of August, November, February, and May
- Agenda provided one week in advance
- 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. Contacting the RHC team
2. Rural areas list update
3. Appeals procedures
4. Month-to-month services
5. Best Practices
6. FCC Form 463/Invoicing updates
7. Information request reminder
8. Questions and answers

# Individual HCPs HCF Program Quarterly Webinar

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## **Contacting the RHC Team**

## Contact by Email: [RHC-Assist@usac.org](mailto: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

## RURAL HEALTH CARE

MY PORTAL | MAKING

USAC Home | Rural Health Care Program | Healthcare Connect Fund Program [Contact Us](#)

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INDIVIDUAL HCPS

CONSORTIA

SERV

### 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 for individual consortia, and service providers that participate in the Rural Health Care Program depends on the concern.

To get the answers you need, select your topic from the list below to access the appropriate eHelp Desk by phone at (800) 453-1546 between 9:30 AM and 4:30 PM ET Monday-Friday.

#### Email

[Access and Password Resets for My Portal](#) (RHC Program's online application management system)

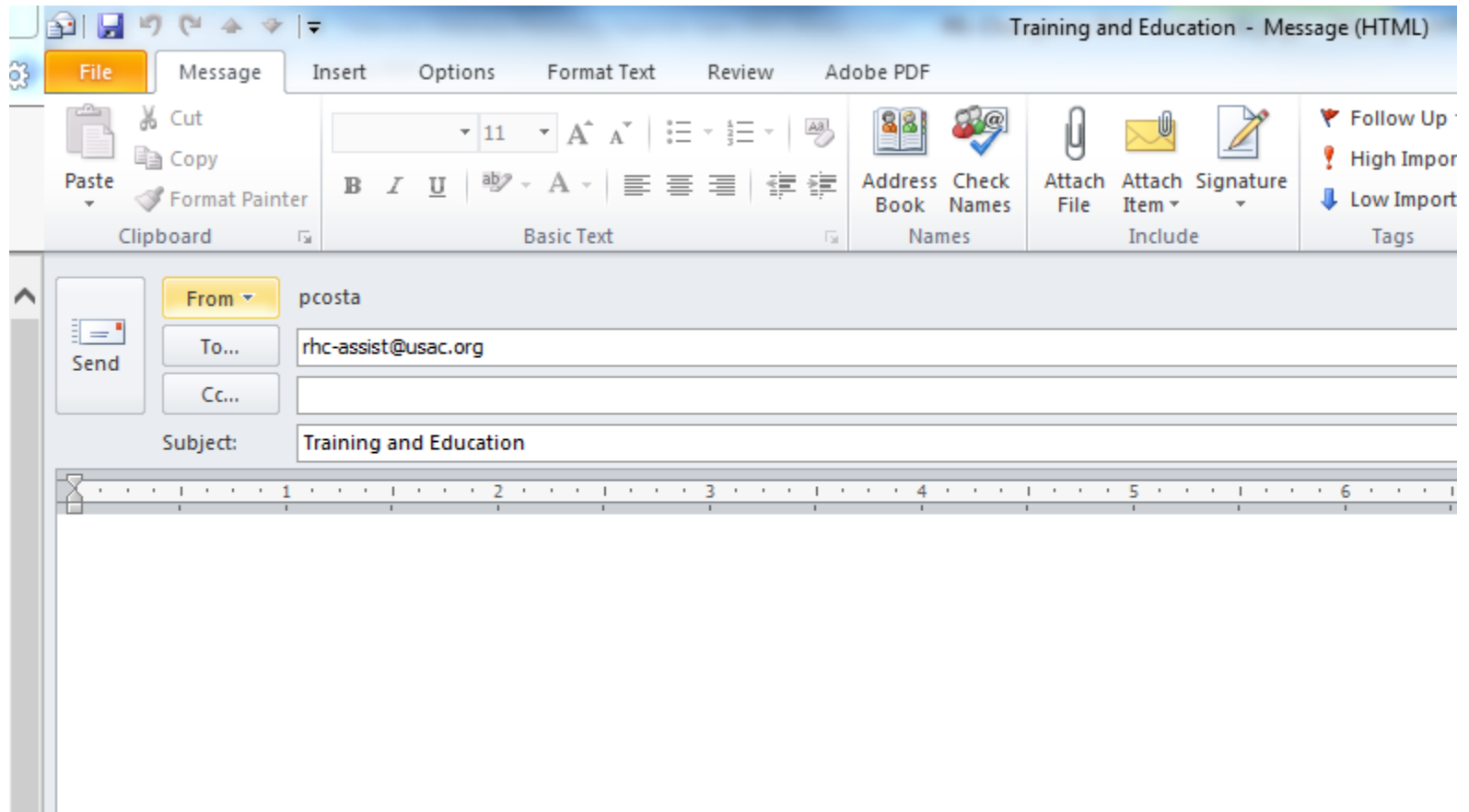
[Other Technical Issues in My Portal](#) (RHC Program's online application management system)

[Training and Education](#)

[General Inquiries](#)



# Contacting the RHC Team



## Contact by Phone: (800) 453-1546

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### Healthcare Connect Fund Program

<b>Email</b>	<b>Call: (800) 453-1546</b>
<a href="#">Eligibility, Posted Services, and FCC Forms 460/461</a>	Prompt 3, then 1
<a href="#">Individual HCP Funding Requests, Commitments, and FCC Form 462</a>	Prompt 3, then 2, then 1
<a href="#">Consortia Funding Requests, Commitments, and FCC Form 462</a>	Prompt 3, then 2, then 2
<a href="#">Invoicing and FCC Form 463</a>	Prompt 3, then 3
<a href="#">Starting a New Consortium</a>	Prompt 3, then 4



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## **Rural Areas List Update**

## 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

## 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
- Can seek funding for the remainder of FY2014 and the following funding year, FY2015

## 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.

## 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.



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## Appeals Procedures

# Questions?

Use the “Questions” box in your user controls.



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## **Month-to-Month Services**

## When can an HCP request MTM form processing?

- An applicant may request to have their form processed on a month-to-month basis when the following occurs:
  - Services were competitively bid
  - No bids were received
- Note: If the existing service provider provided a new bid that is signed then it is considered a new bid and cannot be processed as month-to-month
- If an expired contract (showing that the term has expired but the price is still retained) is provided to USAC and all of the above criteria is met, the form can be processed as month-to-month
- HCPs cannot receive support for multiple funding years for month-to-month services

## When does funding start with MTM form processing?

- The funding start date is determined by the later of the following
  - Funding Year Start Date (7/1/2014)
  - Allowable Contract Selection Date (per FCC Form 461)
  - Expected Service Start Date (Line 19b)
    - This date must be provided. Leaving this field blank will result in an Information Request.

## Form Feature Update

- If the applicant selects month to month processing, only the Expected Service Start Date (Line 19b) is required

### Contract Information

RHC Note: If you wish to request support on a month-to-month basis, select the 'Please process my form as month-to-month. I do not wish to submit a contract for review' box below. If the box is selected, only enter the service start date, contract information (Eg. Contract friendly name, term, extension, signed date, etc...) is not required.

- If you are requesting an Evergreen, MSA, E-rate contract competitive bidding exemption or have undergone a competitive bidding process without intention of receiving support on a month-to-month basis, a contract is required with this FCC Form 462 submission.
- Applicants must submit a contract or other documentation that clearly identifies (1) the vendor(s)/service provider(s) selected and the HCP(s) who will receive the services; (2) the service, bandwidth and costs for which support is being requested; (3) the term of the service agreement(s) if applicable.

Please process my form as month-to-month. I do not wish to submit a contract for review.

Select a Contract

C. Contract ID

Other Documentation



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## **Best Practices**

## Line 7: Number of Vendors That Bid

- Do not leave this line blank
  - Input the number of vendors that bid.
  - If no bids were received, input “0.”
  - If bids were received, input the number of vendors and attach all bidding documentation and evaluation documentation.
    - Include information on how the HCP selected the most cost effective bid.



## Line 7: Number of Vendors That Bid

- Applicants must submit documentation to USAC to support their certification that they have selected the most cost-effective vendor, including:
  - A copy of each bid received (winning, losing, and disqualified),
  - Bid evaluation criteria
  - Related documents, such as bid evaluation sheets; a list of people who evaluated bids (along with their title/role/relationship to the applicant organization); memos, board minutes, or similar documents related to the vendor selection/award
  - Copies of notices to the selected service provider
  - Any correspondence with service providers during the bidding/evaluation/award phase of the process.

## Line 19b: Expected Service Start Date

- Input the date that the service began or will begin
- This date is one of the factors used to determine the funding start date

## Line 20 & 21: Circuit Start/End Location

- Either Line 20 or 21 must match the HCP location to ensure that the services are going to the eligible HCP facility
  - The HCP location must be specified on the supporting documentation

## Line 24: Quantity of Expense Periods

- An FCC Form 462 may cover up to three funding years
  - As such, the quantity of expense periods cannot exceed
    - 36 months
      - Applicants with evergreen contracts or newly signed multi-year contracts ending after 6/30/2017
    - 12 months
      - Applicants wishing to process their form on a month-to-month basis

## Equipment Vital to Eligible Service

- In HCF, equipment is eligible for funding when it is vital for the functionality of the eligible service
- When the equipment is listed separately on the supporting documentation (bill, contract, etc.) submit the equipment and service as separate expenses
  - Multiple Expense Items will be covered in the next webinar

# Questions?

Use the “Questions” box in your user controls.

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## **FCC Form 463/Invoicing Updates**

## HCF Program Invoicing

- FCC Form 463 – Invoice and Request for Disbursement Form
- Major software upgrade on August 8
- HCP initiates the FCC Form 463 from an approved FCC Form 462
- Once submitted, form goes directly to the service provider
- The service provider reviews and certifies online
- USAC processes after both the HCP and SP approve




## HCP Invoicing Process

- For the HCP that you'd like to submit the invoice for, click on the "Form 462" tab, find the FRN and then click on the "Form 463" button.

### RURAL HEALTH CARE

[Return to My HCPs](#)

Form 460   Form 461   **Form 462**   Form 463   Documents

461 App #	FRN	Last Edited	Type of Funding Request	Expense Type	Bandwidth (Download/Upload)	FCL Issuance Date	Status	Download	Actions Available
	██████████	4/11/2014	Single Eligible	Internet	5/.898		Approved		<a href="#">Create 463</a>
	██████████	7/30/2014	Single Eligible	Internet	5.0MB/OTHER		Draft		<a href="#">Create 463</a>



## HCP Invoicing Process

- Most of the fields in the “General Information” tab will be auto-populated. You need to supply an invoice number.

General Information	
Line 1: RHC Invoice Number	1000000528
Line 2: FRN	13400371
Line 3: HCP Number	10059
Line 4 Site/Consortium Name	George C. Grape Community Hospital
Line 5: Funding Year	2013
Line 6: Vendor/Applicant Invoice Number	
Line 7: SPIN	143005231
Line 8: Vendor Name	CenturyLink Qwest Corporation

## HCP Invoicing Process

- Select the line items you are submitting for disbursement by selecting the “Add” button next to each item

RURAL HEALTH CARE Portal

GENERAL INFORMATION FRN SEARCH INVOICE LINE ITEMS SUPPORTING DOCUMENTATION CERTIFICATIONS

FRN Search

First Previous Page: 1 of 1 Next Last

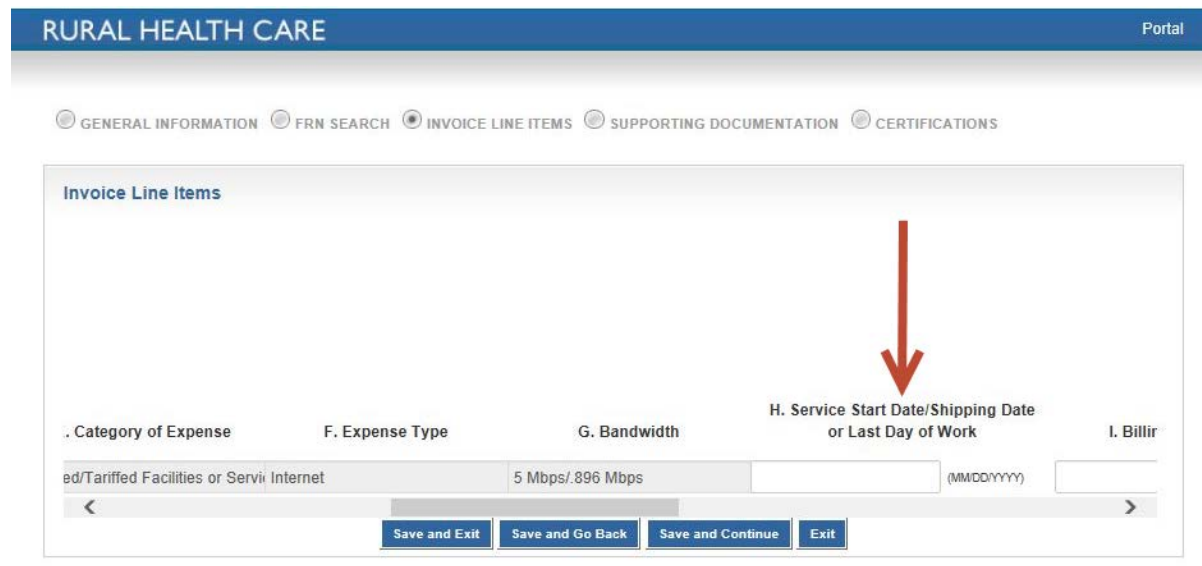
FRN ID	Billing Account Number	HCP Number	Site Name	Category
1	712382-1648	10059	George C. Grape Community Hospital	Leased/Ta

Save and Exit Save and Go Back Save and Continue Exit

- Click “Save and Continue” when you have selected all items to include.

## HCP Invoicing Process

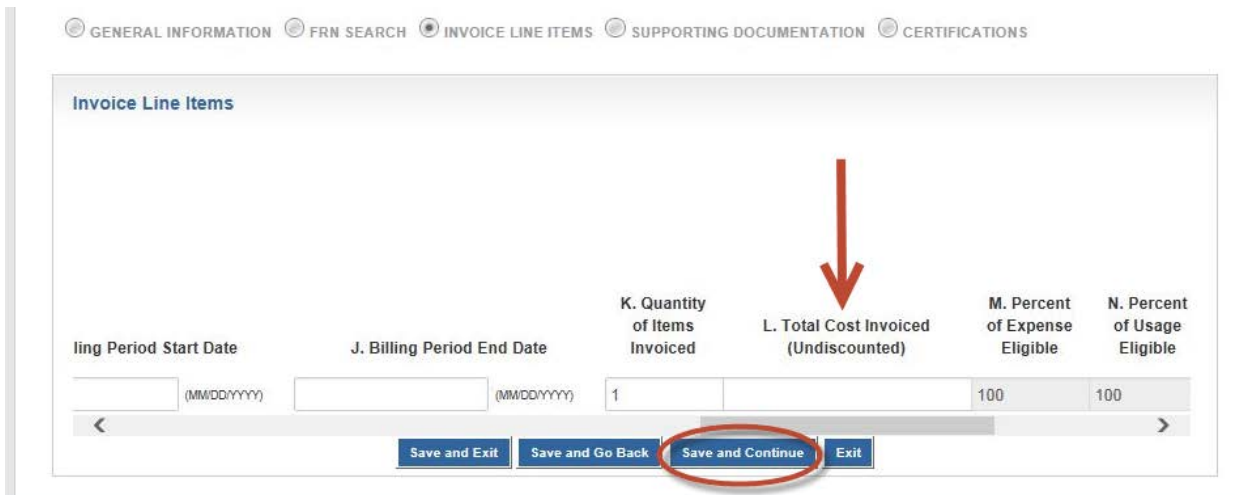
- For each line item, you need to provide information in the fields that are blank. Scroll to the right of the page to see additional fields.



The screenshot shows the 'RURAL HEALTH CARE' portal interface. At the top, there is a navigation bar with 'Portal' on the right. Below the bar, there are several tabs: 'GENERAL INFORMATION', 'FRN SEARCH', 'INVOICE LINE ITEMS' (which is selected), 'SUPPORTING DOCUMENTATION', and 'CERTIFICATIONS'. The main content area is titled 'Invoice Line Items'. It contains a table with the following columns: 'Category of Expense', 'F. Expense Type', 'G. Bandwidth', 'H. Service Start Date/Shipping Date or Last Day of Work', and 'I. Billir'. The first row of data shows 'ed/Tariffed Facilities or Servi Internet' under 'Category of Expense', '5 Mbps/.896 Mbps' under 'G. Bandwidth', and a blank field under 'H. Service Start Date/Shipping Date or Last Day of Work' with '(MMDDYYYY)' as a placeholder. A red arrow points to this blank field. At the bottom of the table, there are four buttons: 'Save and Exit', 'Save and Go Back', 'Save and Continue', and 'Exit'.

## HCP Invoicing Process

- Enter the amount for disbursement, prior to any discounts being applied.



GENERAL INFORMATION FRN SEARCH INVOICE LINE ITEMS SUPPORTING DOCUMENTATION CERTIFICATIONS

Invoice Line Items

Billing Period Start Date	J. Billing Period End Date	K. Quantity of Items Invoiced	L. Total Cost Invoiced (Undiscounted)	M. Percent of Expense Eligible	N. Percent of Usage Eligible
<input type="text"/> (MM/DD/YYYY)	<input type="text"/> (MM/DD/YYYY)	1		100	100

Save and Exit Save and Go Back Save and Continue Exit

- Once you have done this for all line items, click the “Save and Continue” button to do a final review and certify.

## HCP Invoicing Process

- In order to certify the form online, you must download a version of the form for review.
- Once you approve the form, it will be released to the service provider for their review and approval.
- FCC Forms 463 submitted prior to August 8 are still in the system.
- Where possible, this backlog is being “pushed” to the new process.
- Manual FCC Forms 463 will take longer for USAC to review.

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## **Information Request Reminder**

- Respond to the information requests by the deadline listed in the request
- Failure to respond to the information request in a timely manner can result in a denied funding request
- If you have any questions regarding the information request, please send them to [rhc-assist@usac.org](mailto:rhc-assist@usac.org) before the stated deadline



# 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
- Submit suggestions for next quarter's webinar to [rhc-assist@usac.org](mailto:rhc-assist@usac.org)
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  - Call (800) 453-1546

