



Healthcare Connect Fund Program

Monthly Webinar

April 2014

Today's Speakers

- **Paloma Costa**
RHC Program Outreach
- **Natasha Boler**
Program Analyst, RHC Program



Welcome to the Monthly Webinar

- Provides program updates, clarification of program rules, outreach, and assistance to HCF Program health care providers (HCPs) and service providers
- Second Wednesday of the month
- Agenda provided one week in advance to those subscribed
- Submit questions and suggest agenda topics in advance to rhc-outreach@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

This is just a general overview and starting point for HCPs.

- Every HCP'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. Determination of funding dates
2. Information request best practices
3. RHC on the road
4. Questions and answers

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Determination of Funding Dates

Funding Begins on the Latest of These Dates

- Funding Year Start Date
 - In FY2013: January 1, 2014
 - In FY2014: July 1, 2014
- Allowable Contract Selection Date
 - Based on the FCC Form 461 (if applicable)
- Contract Signature Date
 - If the HCP signed a contract
- Expected Service Start Date
 - The date that service(s) start

Allowable Contract Selection Date

- If a program participant is required to undergo competitive bidding, they must submit FCC Form 461
- The FCC Form 461 must be posted for 28 days, which is how the Allowable Contract Selection Date (ACSD) is determined
- HCF Program participants are prohibited from selecting a service provider before the ACSD, so funding cannot begin until the allowable contract selection date

Expected Service Start Date

- Although an agreement between the applicant and service provider may have been made, it is possible that the requested/selected services have not started
- USAC does not fund periods when the service is not being provided.
- If a contract is signed 1/1/14, however service starts 2/1/14, funding will begin 2/1/14

Example

- Funding Year Start Date
 - January 1, 2014
- Allowable Contract Selection Date (ACSD)
 - February 15, 2014
- Contract Signature Date
 - February 16, 2014
- Expected Service Start Date
 - February 16, 2014

Example

- Funding Year Start Date
 - January 1, 2014
- Allowable Contract Selection Date (ACSD)
 - N/A (taking \leq \$10K competitive bidding exemption)
- Contract Signature Date
 - N/A (no contract)
 - Expected Service Start Date of February 15, 2014

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Information Request Best Practices

About Information Requests

- USAC sends information request emails when it needs more information from HCPs to process their RHC Program application
 - HCF Program participants should respond to the information requests via email
 - Telecommunications Program participants should respond in My Portal
- Failure to respond to an information request will delay the processing of your application, and could result in a loss of funding

Minimize Information Requests from USAC

- When submitting the FCC Form 462, HCPs can help USAC reduce the amount of time it takes to process funding requests by:
 - Clearly identifying total cost
 - Submitting up-to-date supporting documentation
 - Only including installation costs from the current funding year
 - Checking supporting documentation for address
 - Carefully reviewing uploaded documentation

Provide Clear Supporting Documentation

In response to an information request, provide supporting documentation for each action item:

- Confirm Billing Account Number (BAN)
 - Attach a copy of the bill with the BAN circled or highlighted
- Confirm Circuit Start/End Location
 - Attach a bill or contract with the service address or obtain written confirmation from the service provider

Provide Clear Supporting Documentation

- If the information request requires clarification, provide documentation with clear markings and information
- If the undiscounted service amount is the sum of multiple line items, provide a calculation with references to line items located within the bill or contract

Respond to All Action Items

- It is best to reply to the information request email so that the processing team can easily identify the action items that were communicated
- Be sure to include the Health Care Provider (HCP) Number and Funding Request Number (FRN) on all correspondence with RHC-assist@usac.org
- In your response to the information request, address all action items listed

Respond Promptly

- Respond to all information request action items by the 14-day deadline as stated in the message
- Failure to respond may result in the delay or denial of HCF Program funding
- Contact RHC-assist@usac.org if you have any questions or concerns regarding the information request and include all the requested information

Questions?

Use the “Questions” box in your user controls.

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RHC on the Road

American Telemedicine Association

- RHC Program staff will be presenting at the American Telemedicine Association (ATA) Annual Meeting in Baltimore, Maryland
 - Pre-conference training about the HCF Program on Sunday, May 18
 - Panel discussion during the concurrent educational sessions on Tuesday, May 20
- [Register](#) for Pre-conference training on HCF Program Trainings and Outreach page

National Rural Health Care Association

- RHC Program staff will be exhibiting at the National Rural Healthcare Association (NRHA) Annual Rural Health Conference.
 - Conference in Las Vegas, Nevada on April 22-25.
 - Visit NRHA [website](#) to learn more about this event.

Thank You!

- Thanks for joining us at this month's webinar
- Sign up for the monthly webinar in the subscription center
 - Go to www.usac.org and click “subscribe” in the upper-right corner
- Submit suggestions for next month's webinar to rhc-outreach@usac.org

