

Healthcare Connect Fund Program

Quarterly Webinar for Individual HCPs

November 10, 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 will be posted to the training archive web page

Important Caveat

This webinar will cover best practices and tips for those already familiar with the HCF Program.

- 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.

Presenters

- Annabeth Wonch – Outreach and Customer Service
- Lisa Pilgrim – Eligibility
- Tatiana Malebranche – Funding Commitments
- Phil Vestergaard – Invoicing

Agenda

- Funding Update: Progress Toward the \$400M Cap
- Eligibility Best Practices
- Competitive Bidding and Funding Commitments
- Invoicing Best Practices
- My Portal Improvements and New Features
- Program Update

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Funding Update

Progress Toward \$400M Annual Cap

\$400 Million Cap for Total RHC Program Funding	FY2013	FY2014	FY2015
Total Commitment Requests Received (Telecom and HCF Programs)	\$189,661,738	\$256,726,638	\$114,405,241
Total Commitments Made (Telecom and HCF Programs)	\$179,280,465	\$239,209,113	\$89,751,177
Commitment Requests Received (HCF Program – Consortia)	\$33,163,978	\$59,642,583	\$18,401,569
Commitments Made (HCF Program – Consortia)	\$33,163,977	\$59,642,583	\$14,414,949
Commitment Requests Received (HCF Program – Individual HCPs)	\$15,705,577	\$43,668,771	\$9,682,252
Commitments Made (HCF Program – Individual HCPs)	\$15,705,578	\$43,571,972	\$2,172,772

Progress Toward \$400M Annual Cap

HCF Program Disbursements	FY2013	FY2014	FY2015
Total Disbursements Made	\$29,541,327	\$31,172,628	\$517,137
Total Disbursements Made (Consortia)	\$18,385,883	\$11,034,915	\$516,649
Total Disbursements Made (Individual HCPs)	\$11,155,444	\$20,137,713	\$488

HCF Program Funding Requests	FY2013	FY2014	FY2015
Total Funding Requests	2,840	6,416	1,146
Total Funding Requests (Consortia)	56	241	106
Total Funding Requests (Individual HCPs)	2,784	6,175	1,040

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Eligibility Best Practices

Address on FCC Form 460

- The address given on the approved FCC Form 460 must match the address given on all supporting documentation.
- A revised FCC Form 460 will need to be filed to change the site address.

NPI & Taxonomy Code Links

- Applicants can now search for their National Provider Identifier (NPI) (Line 46) and Taxonomy Codes (Line 47 A and B) by accessing the links provided in the portal.

The screenshot shows a web form with two main sections. The first section is titled "NPI Registry Search" (highlighted with a red box) and contains a label "46 National Provider Identifier: *" followed by a text input field containing "0000000000". Below this is a label "Explanation if necessary (see instructions)" followed by a large, empty, light-gray rectangular area. The second section is titled "Taxonomy Code Lookup" (highlighted with a red box) and contains a label "47a Organization Taxonomy Code: *" followed by a text input field containing "0000000000". Below this is a label "47b Site Taxonomy Code: *" followed by an empty text input field.

Third Party Authorization (TPA) Guidance & Requirements

- Many TPAs have already expired or will expire within the coming months. These authorizations must be current in order for the authorized party to continue to file on behalf of an HCP.
- Updated TPAs should be emailed to RHC-Assist@usac.org. The new TPA should be re-executed and updated with a new authorization end date.

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Competitive Bidding/Funding Commitments Best Practices

FCC Form 462 Submitted Without a Contract

- Forms submitted without a contract as month-to-month forms are only eligible for up to one funding year.
- When completing a form submitted as month-to-month please check the “month-to-month” box.

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.
- A contract is not required for applicants claiming a competitive bidding exemption for Annual Costs of \$10,000 or less.

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

Other Documentation

FCC Forms 462 Submitted With a Contract

- If an applicant submits a contract as a result of competitive bidding. The USAC staff will review the contract for evergreen status.

Contracts

- When completing a form with a contract please utilize the “Select a Contract” button.
- Contracts uploaded using “other documentation” button will be considered as supporting documentation but will not be reviewed for evergreen consideration.

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.

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

Select a Contract

19 Contract ID

Other Documentation

Contracts

- Notification of your evergreen status is reflected in the Funding Commitment Letter (FCL).

Best Practices

- The items below should be verified using supporting documentation provided from the service provider:
 - Expense Type (Line 13)
 - Bandwidth (Line 14)
 - HCP Location (Lines 20 and 21)
 - Undiscounted Cost (Line 25)

Commitment Adjustment

- Best practices should include:
 - Send a commitment adjustment request email to RHC-HCP@usac.org.
 - When submitting a replacement Funding Request Number, submit a cover letter with your supporting documentation clearly stating the funding change (if applicable).

Commitment Adjustments

- To request a commitment adjustment:
 - Contact RHC-HCP@usac.org to obtain a commitment adjustment template, or
 - Email RHC-HCP@usac.org and include:
 - HCP and FRN numbers
 - Reason for commitment adjustment
 - Date of the commitment adjustment
 - Replacement FRN (if applicable)

Commitment Adjustments

Send	From ▾	RHC-HCP@usac.org
	To...	<input type="checkbox"/> RHC-HCP;
	Cc...	
	Subject:	Commitment adjustment for FRN 1411111

Hello 462 Team,

I would like to update the End Date for HCP 11111 FRN 14111111 to 6/31/2015 because our services have been upgraded from a 10 mpbs to a 20 mpbs Ethernet service. FRN 15111111 will replace these services starting on 7/1/2015.

Thank you,
Abby Gideon
ABC Hospital

Commitment Adjustment

- Failure to follow these procedures may result in delayed funding or denial of the funding request
- It is the applicant's responsibility to notify USAC of the commitment adjustment as soon as possible, and prior to fully invoicing the funding request

Upcoming Features:

- Contract End Date on FCC Form 462
 - New field in the FCC Form 462 contract information section where applicants may enter a specific contract end date, in addition to the length of initial contract term (Only applies to applications including a contract).

• A contract is not required for applicants claiming a competitive bidding exemption for Annual Costs of \$10,000 or less.

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

[Select a Contract](#) [Download 10-12-2015 3-59-09 PM.jpg](#) [Remove Selected Contract](#)

19 Contract ID

[Other Documentation](#)

19a Date contract signed * **Contract End Date**

19b Expected service start date *

19c. Length of initial contract term * Months Years

Upcoming Features:

- New Taxes and Fees Field on FCC Form 462
 - Each expense item on the FCC Form 462 now has a separate field for taxes and fees, to clearly identify and request funding for eligible taxes and fees.

Multi-year commitments cannot exceed 3 funding years and may not extend beyond the expiration date of an Evergreen Contract

23 Expense frequency *	Choose a Frequency	<input type="button" value="v"/>
24 Quantity of expense periods *	<input type="text"/>	
Undiscounted cost per expense period (excluding taxes & fees) *	<input type="text" value="\$250.00"/>	
Taxes & fees per expense period	<input type="text" value="\$50.00"/>	
25 Undiscounted cost per expense period	<input type="text" value="\$300.00"/>	

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Invoicing Best Practices

When to Invoice

- Please remember invoices must be submitted within six months of the funding end date of your specific FRN.
 - Reminder: An invoice is not considered submitted until it has been approved by the service provider.

Draft and Submitted Invoices

- When an invoice is submitted or created as a draft:
 - Line item becomes N/A
 - Status: Draft, Service Provider Review, Submitted, USAC Approved
 - Line items will clear 6th or 21st of each month
- Applicants should:
 - Manage and track drafts carefully
 - Monitor the status of submitted invoices

Service Provider Crediting

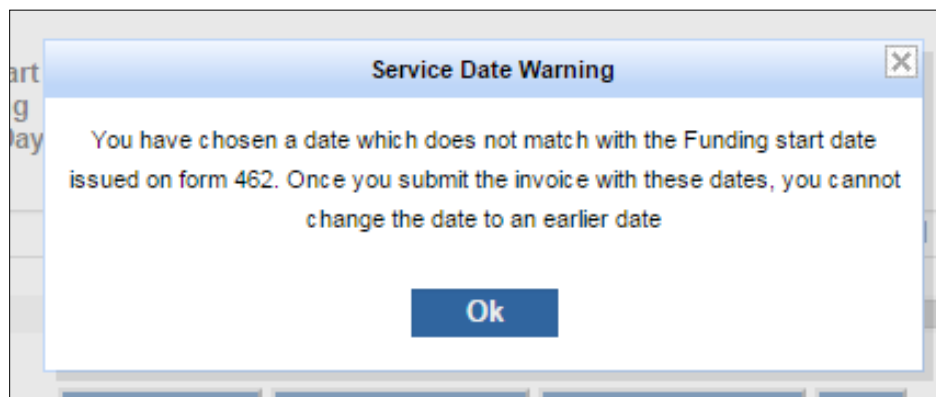
- Service providers must certify the following:
 - I understand that the vendor must apply the amount submitted, approved, and paid by USAC (Column P - USF support amount to be Paid) to the billing account of the health care provider(s) and FRN/FRN IDs listed on this invoice.
- Neither the FCC nor USAC tracks or monitors the funds that are credited back to sites.
- Please make sure to communicate with service providers to establish a credit schedule after invoicing and ensure timely crediting by the service provider.

Invoice Optimization

- Developments to the invoicing process will soon be deployed in My Portal.

Pop-Up Warning on Column H

- If a service start date is entered on the FCC Form 463 that is after the funding start date, a pop-up warning will appear, stating that any commitment before the service start date will not be available for invoicing for this or subsequent invoices.
 - The funding start and end date can be found on the approved FCC Form 462 in My Portal



Billing Period Date Selection Validation

- The billing period date selection validation now allows applicants to instantly see time periods that are available for invoicing.

The screenshot displays a web form with three date input fields: 'H. Service Start Date/Shipping Date or Last Day of Work' (07/15/2014), 'I. Billing Period Start Date' (empty), and 'J. Billing Period End Date' (10/15/2015). A calendar widget is open over the 'I. Billing Period Start Date' field, showing the month of July 2014. The calendar grid includes days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates from 1 to 31. A 'Save and Continue' button is visible on the left side of the form. An 'N/A' button is located at the bottom right of the calendar widget.

New “Eligible Amount for Chosen Period” Column

- Once the billing period start and end dates are entered in Columns I and J, the new “Eligible Amount for Chosen Period” column will calculate the maximum amount able to be invoiced for the expense item, based on the monthly recurring amount from the FCL or Network Cost Worksheet (NCW) and the dates entered.

Invoice Line Items

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G. Bandwidth	H. Service Start Date/Shipping Date or Last Day of Work	I. Billing Period Start Date	J. Billing Period End Date	Eligible Amount for Chosen Period	K. Quantity of Items Invoiced	L. Total Cost Invoiced (Undiscounted)
10.0MB /10.0MB	07/01/2014	07/01/2014	09/30/2015	\$1,500.00		\$1,500.00

Save and Exit Save and Go Back Save and Continue Exit

More Enhancements

- If USAC denies an FCC Form 463, the denial notification will include the reason for denial, and the form will return to the applicant's queue in draft status to revise and re-submit.
- Draft account holders can now preview FCC Forms 463 without having to complete the entire form.
- Invoice deadline will be automatically enforced in the system. Once an FRN is past the deadline, applicants will not be able to select the button "Create 463."

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My Portal Update

New Ability to Delete Draft Forms

- Applicants now have the ability to delete draft FCC Forms 461 and FCC Forms 462 to clean up their work queue. A new delete button will display in the "Action Available" column on the Form 461 and Form 462 tabs. After selecting the delete button, a pop-up will display warning that the form(s) will be permanently discarded.

New Export Function on Search Posted Services Tool

- The [HCF Search Posted Services](#) tool now has "Export All" and "Export Selected" buttons that will download FCC Form 461 data into an Excel file, so stakeholders can view, sort, and filter data in Excel.

New FAQs on NCW Excel Template

- The Excel template for importing an NCW has a new sheet labeled "FAQ" with frequently asked questions and tips for using the template.

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Program Update

Changes in Rurality

- The Federal Communications Commission (FCC) issued a Rural Areas List Order ([DA 14-1042](#)) in August, 2014 announcing an update to the Rural Areas List.
- Individual health care providers (HCPs) or consortium members for any of the RHC programs may be affected by the update to the Rural Areas List update as early as July 1, 2016.

Changes in Rurality

- HCPs should review the [Eligible Rural Areas Search](#) tool to determine their rurality status. This tool was updated in 2014 to include the updated Rural Areas List information following the release of the Order.
 - If an HCP is identified as rural in the search tool, that HCP is not affected by the Rural Areas List update.
 - If an HCP that was rural prior to the release of the Order is now identified as non-rural in the search tool, that HCP should refer to the table below to learn how the Rural Areas List update affects their funding eligibility for future funding years.

	HCP Type	Eligibility Information	Non-Rural Starting:
Telecom Program	All HCPs	Eligible to receive funding as rural through end of FY2015	July 1, 2016
HCF Program: Individual HCPs	HCPs with single-year funding commitments	Eligible to receive funding as rural through end of FY2015	July 1, 2016
	HCPs with multi-year funding commitments – Funding request submitted BEFORE August 18, 2014	Eligible to receive funding as rural through end of funding commitment	See FCL
	HCPs with multi-year funding commitments – Funding request submitted AFTER August 18, 2014	Eligible to receive funding as rural through end of FY2015	July 1, 2016
HCF Program: Consortium Member HCPs	HCPs with single-year funding commitments	Eligible to receive funding as rural through end of FY2015	July 1, 2016
	HCPs with multi-year funding commitments – Funding request submitted BEFORE August 18, 2014	Eligible to receive funding as rural through end of funding commitment	See FCL
	HCPs with multi-year funding commitments – Funding request submitted AFTER August 18, 2014	Eligible to receive funding as rural through end of FY2015	July 1, 2016
HCF Program: Pilot Program Consortia	All HCPs with a funding commitment received BEFORE December 21, 2012 (Date of FCC HCF Order, FCC 12-50, release)	Eligible to receive funding as "grandfathered" rural as long as terms outlined in the HCF Order continue to be met	N/A

New Resources

- **Rurality:** New web page with video and table explaining the different scenarios and how to find out rurality status
- **Invoicing:** Video, guide, and FAQs available to explain the new My Portal invoicing optimization.

Upcoming Special Webinars

- RHC 101 – November 18 and January 28
- RHC Program for Service Providers – December 3

Questions?

Thank You!

- Thanks for joining us at this webinar
- Sign up for reminders in the subscription center
 - Go to www.usac.org and click “subscribe” in the upper-right corner, then select the webinar
- Submit suggestions for the next webinar to RHC-Assist@usac.org
- Additional questions?
 - Email RHC-Assist@usac.org
 - Call (800) 453-1546