

Rural Health Care Program

**Telecommunications
Program Webinar**

November 17, 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 attached to event reminder email and posted to the webinars web page

Please remember:

- 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:

- The Rural Health Care Program rules, 47 C.F.R. Section 54.600-680, located at <http://www.ecfr.gov>, and

Consult the FCC and USAC websites for additional resources.

Agenda

- Progress Toward the \$400M Cap
- Service Requests and Competitive Bidding Best Practices
- Funding Request Best Practices
- Invoicing Best Practices
- My Portal Update
- Program Update

Presenters

- Annabeth Wonch – Outreach and Customer Service
- Patrick Lynn – Eligibility and Invoicing
- Devent Carter – Commitments and Funding Requests

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Funding Update

Funding Update (as of Oct 31, 2015)

400 Million Cap for Total RHC Program Funding	FY2013	FY2014	FY2015
Total Commitment Requests Received	\$189,661,738	\$256,726,638	\$114,405,241
Total Commitments Made	\$179,280,465	\$239,209,113	\$89,751,177
Commitment Requests Received (Telecom Program)	\$140,792,183	\$153,415,284	\$86,321,420
Commitments Made (Telecom Program)	\$130,410,910	\$135,994,558	\$73,163,456

Funding Update (as of Oct 31, 2015)

Telecom Program Funding Requests	FY2013	FY2014	FY2015
Total Funding Requests	11,164	12,984	4,673

Telecom Program Disbursements	FY2013	FY2014	FY2015
Total Disbursements Made	\$124,031,079	\$118,529,871	\$6,653,600

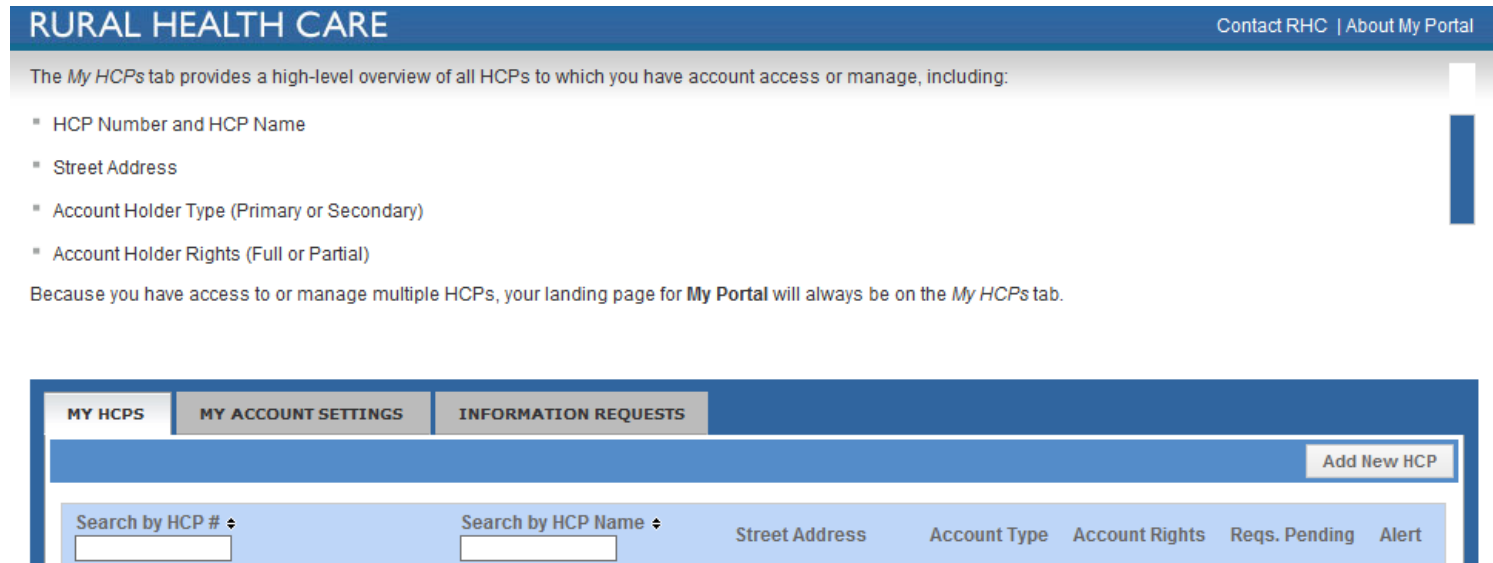
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Service Requests & Competitive Bidding

How to File and Revise an FCC Form 465

- [How to Video](#) – Trainings & Outreach
- Applicants are required to notify USAC if any information on the FCC Form 465 changes.
 - Please email RHC-Assist@usac.org if either the non-profit or eligibility status changes.

Revising an FCC Form 465



The screenshot shows the 'RURAL HEALTH CARE' portal. At the top right, there are links for 'Contact RHC' and 'About My Portal'. Below the header, a grey box explains that the 'My HCPs' tab provides a high-level overview of all HCPs. A bulleted list includes: HCP Number and HCP Name, Street Address, Account Holder Type (Primary or Secondary), and Account Holder Rights (Full or Partial). A note states that because users can access or manage multiple HCPs, their landing page for 'My Portal' will always be on the 'My HCPs' tab. Below this is a navigation bar with three tabs: 'MY HCPs', 'MY ACCOUNT SETTINGS', and 'INFORMATION REQUESTS'. The 'MY HCPs' tab is selected. To the right of the tabs is an 'Add New HCP' button. Below the navigation bar is a search area with two dropdown menus: 'Search by HCP #' and 'Search by HCP Name'. To the right of these are several filter options: 'Street Address', 'Account Type', 'Account Rights', 'Reqs. Pending', and 'Alert'.

- Applicants can view their HCPs by selecting the “MY HCPs” tab (shown above).



New FCC Form 465

Revising an FCC Form 465

- Applicants must select box below to revise the address on the FCC Form 465.

Block 1: HCP Location Information

Funding Year 2015

FCC Form 465 Application Number 43178941

FCC Form 465 Application Friendly Name (optional)

RHC Note: Funding Year is pre-populated, and the FCC Form 465 Application Number is generated automatically by RHC. The 465 Friendly Name is an optional field where an applicant can name the 465 (i.e. Elm Street Hospital) as an additional way of keeping track of forms.

Check here if any information in this block has changed since your last Form 465 was submitted.



Duplicate HCP Numbers

- When filing a new FCC Form 465, be sure to utilize established HCP numbers.
 - The same HCP number should be used for all RHC programs.
 - Applicants can access HCPs that are listed as “Available.”
 - HCPs that are listed as “Active” currently have account holders assigned to them.
 - Please email RHC-Assist@usac.org if you have questions regarding the availability of an HCP.

Service Providers and Competitive Bidding

- Vendors or service providers participating in the competitive bidding process are prohibited from assisting with or filling out a service request.
- Potential bidders must have access to the same information, and must be treated in the same manner.

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Funding Requests

Funding Requests and Contracts

- When a contract is associated with multiple funding requests:
 - Only upload the contract once to My Portal with the first funding request.
 - My Portal assigns the contract a unique RHC Contract Number.
 - Note the assigned RHC Contract Number
 - Submit additional FCC Forms 466 using the “My Contracts” tab.
 - The “My Contracts” page displays the available contracts with the assigned RHC Contract Number.
 - Select the appropriate funding year to begin entering the FCC Form 466 data.

Funding Requests and Contracts

MY FORMS MY DOCUMENTS **MY CONTRACTS** MY HCPS Add New HCP

Search by HCP # Search by HCP Name

Street Address	Account Type	Account Rights	Reqs. Pending	Alert
17 First Street East	Primary	Full	0	New!

MY FORMS MY DOCUMENTS **MY CONTRACTS** MY HCPS HCP Name: HCP Number:

MY CONTRACTS

Evergreen Contracts

Contract Friendly Name	Service Provider	SPIN	Contract Number (if applicable)	RHC Contract Number	Contract Start Date	Contract Expiration Date	Select Circuits
			HCC.TN.101112.0145		Oct 11, 2012	Oct 10, 2015	Select Circuits

MY FORMS MY DOCUMENTS **MY CONTRACTS** MY HCPS HCP Name: HCP Number:

Fund Year	FRN List	Form Type	Service Provider	SPIN Lists	Service Type	Bandwidth	Create New Form
2015		466		1430113	Ethernet	100 Mbps	Create 2015 466

Funding Requests and Contracts

- Use “My Contracts tab” to submit additional FCC Forms 466 for a given contract.
 - Reduces contract duplication in My Portal
 - Makes submitting and processing funding requests more efficient
 - Reduces processing delays


Rural Rate Charges and Documentation

- If taxes and fees are requested for funding, eligible taxes and fees must be included on Line 33 of the FCC Form 466.
 - These taxes and fees must be identified on the bill.

<i>SERVICES</i>			
1	NE RURAL HEALTH DISC FY 13-14		140.21 CR
1	MPLS SERVICES		.00
1	ENHANCED LOCAL CALLING AREA	Monthly Cost:	.00
1	POINT TO POINT CIRCUIT	1357.00	1,357.00
1	POINT TO POINT CIRCUIT	NE USF:	.00
1	POINT TO POINT CIRCUIT	94.31	.00
	<i>TOTAL SERVICES</i>		1,216.79
<i>SURCHARGES AND OTHER FEES</i>			
	NE UNIVERSAL SERVICE	Rural Rate:	
	<i>TOTAL SURCHARGES AND OTHER FEES</i>	1357.00+94.31=	94.31
		1451.31	94.31
<i>TOTAL</i>	<i>CHARGES</i>		1,311.10

Rural Rate Charges and Documentation


- HCPs must prorate the taxes and fees based on:
 - The portion of the service that is used for telecommunications.
 - The portion of the charge that applies to the discounted service.

Line 32: Service Installation Date  ✓

Line 33: Actual Rural Rate per Month
(Enclose Documentation) ✓

Attach ONLY Rural Rate Documentation. Do not upload documentation for other line items here.

Taxes and fees must be included with the rural rate on Line 33 of the Form 466



Rural Rate Charges and Documentation

- When multiple charges are listed, identify the applicable rural rate charges clearly on the invoice or bill.
 - These can be telephone lines or circuit IDs.

Detail Of New Charges

Service Type	Service	Non-Recurring	Line Charges	Features/OC&C	Usage	Taxes & Surcharges	Total
Local & Long Distance							
	607-431-5161 (Inside Line)	\$0.00	\$18.40	\$5.50	\$0.30	\$2.12	\$26.32
	607-431-5744	\$0.00	\$18.40	\$5.50	\$0.00	\$2.11	\$26.01
	607-432-0838	\$0.00	\$18.40	\$5.50	\$36.33	\$4.70	\$64.93
	607-432-0840	\$0.00	\$18.40	\$5.50	\$20.25	\$3.55	\$47.70
	607-432-1620 (DPA)	\$0.00	\$18.40	\$5.50	\$0.00	\$2.11	\$26.01
	607-432-2437	\$0.00	\$18.40	\$5.50	\$13.03	\$3.06	\$39.99
	607-432-5563	\$0.00	\$18.40	\$5.50	\$17.32	\$3.29	\$44.51
	607-432-5564	\$0.00	\$18.40	\$5.50	\$0.37	\$2.13	\$26.40
	Subtotal	\$0.00	\$147.20	\$44.00	\$87.60	\$23.07	\$301.87
	Total	\$0.00	\$147.20	\$44.00	\$87.60	\$23.07	\$301.87

8 DPA's


Rural Rate Charges and Documentation

Subtotal for 87/KQXX/626550/CE /MJD /	\$1,760.00	17 BELMONT 910-580
Service: Ethernet Virtual Connection Circuit ID: 10/VLXM/987429/EVC/MJD /		
3. 20 Mbps EVC - CoS Level 0 - Standard	\$324.00	
Subtotal for 10/VLXM/987429/EVC/MJD /	\$324.00	17 BELMONT 910-580
Service: Carrier Ethernet Service Circuit ID: 87/KPXX/982750/CE /MJD /		
4. 5 Mbps Ethernet Port & Access	\$363.00	
Subtotal for 87/KPXX/982750/CE /MJD /	\$363.00	CORNERSTONE 689-580
Service: Carrier Ethernet Service Circuit ID: 87/KPXX/982763/CE /MJD /		
5. 5 Mbps Ethernet Port & Access	\$363.00	
Subtotal for 87/KPXX/982763/CE /MJD /	\$363.00	PFM 79 MAIN PUTNEY 685-580
Service: Carrier Ethernet Service Circuit ID: 87/KPXX/982745/CE /MJD /		

Subtotal for 10/VLXP/635045/

Total:

Total Internet New Charges

Non Payment of Internet charges will
your Local telephone service; but un

HCP xxxxx FRN 1234567

FCC Form 467 Connection Certification Form

- The FCC Form 467 is used to:
 - Certify that the Funding Commitment Letter (FCL) is accurate;
 - Notify USAC of when the service was discontinued/turned off; or
 - Notify USAC that the service was not (or will not be) turned on during the funding year.
- An HCP must submit one FCC Form 467 for each FCL. A Healthcare Support Schedule (HSS) is generated after USAC receives the FCC Form 467.

FCC Form 467 Connection Certification Form

Block 3

Block 2: Funding Year Information

Line 4: Funding Year Year 2015

Block 3: Action Taken

RHC Note: Block 3 (Action Taken) must be completed prior to reviewing Block 4.

Line 5: By filing this form, the HCP or its authorized representative is (check one):

- Confirming the connection of a telecommunications or Internet service for which the HCP has requested a discount and is confirming the accuracy of all information previously filed with RHCD regarding service
- Informing RHCD that the service was not (or will not be) turned on during the funding year
- Notifying RHCD of the disconnection of a discounted service.

! An action must be selected.

Date of Disconnection  

Items with a "!" are required to submit this form

▪ An action must be selected.

Save and Continue

Save and Exit

Cancel Changes

FCC Form 467 Connection Certification Form

Block 3: Option 1

- Confirms the connection for which the HCP has requested funding and confirms the accuracy of all information on the FCL.
 - The information on the FCL will be reflected on the HSS.

FCC Form 467 Connection Certification Form

Block 3: Option 1

FCC Form 467 (Connection Certification Form) Approved by OMB 3060-0804

Read [instructions](#) thoroughly before completing this form. Failure to comply may cause delayed or denied funding. [Preview form](#) [Instructions](#)

Click on the [instructions](#) button on each screen for line-by-line instructions.

The Connection Certification (Form 467) is the form used to certify that the service(s) for which the HCP is seeking reduced rates under the universal service program was not or will not be turned on during the funding year. If a supported service was disconnected or turned on during the funding year, the HCP must submit a supported service disconnection or connection notification form.

An applicant must submit one Form 467 for each service(s) for which the HCP is seeking reduced rates under the universal service program.

Block 1: HCP Information
Line 1: HCP Name
Line 3: HCP Number

Block 2: Funding Year Information
Line 4: Funding Year Yes No

Block 3: Action Taken
RHC Note: Block 3 (Action Taken) must be completed for all services for which the HCP is seeking reduced rates under the universal service program.

Line 5: By filing this form, the HCP or its authorized representative is confirming the connection of a telecommunications or Internet service for which the HCP has requested a discount and is confirming the accuracy of all information previously filed with RHCD regarding service (check one):

- Confirming the connection of a telecommunications or Internet service for which the HCP has requested a discount and is confirming the accuracy of all information previously filed with RHCD regarding service
- Informing RHCD that the service was not (or will not be) turned on during the funding year
- Notifying RHCD of the disconnection of a discounted service.

! An action must be selected.

Date of Disconnection

Items with a "*" are required to submit this form

* An action must be selected.

THIS SELECTION WILL CONFIRM THE FUNDING COMMITMENT

IMPORTANT!

This selection will confirm all of the information on the funding commitment letter (FCL).

Continue with this selection only if the HCP and Service Provider have confirmed the SPIN, funding amounts, and funding dates on the FCL.

If any of the information on the FCL is incorrect, contact RHC at rhc-assist@usac.org immediately.

If all of the information on the FCL is correct, continue with the selection, and move forward with the form.

FCC Form 467 Connection Certification Form

Block 3: Option 2

- Informs RHC that service was not (or will not be) turned on during the funding year.
- Select this box to cancel the funding request.
- The HSS will show no funding.

FCC Form 467 Connection Certification Form

Block 3: Option 2

HCP INFO AND ACTION TAKEN CONNECTION INFORMATION CERTIFICATION

FCC Form 467 (Connection Certification Form) Approved by OMB
3060-0804

Read [instructions](#) thoroughly before completing this form. Failure to comply may cause delayed or denied funding. [Preview form](#) [Instructions](#)

Click on the instructions [button](#) on each screen for line-by-line instructions.

The Connection Certification (Form 467) is the seeking reduced rates under the universal service that the service was not or will not be turned on.

An applicant must submit one Form 467 for each service.

Block 1: HCP Information
Line 1: HCP Name
Line 3: HCP Number

Block 2: Funding Year Information
Line 4: Funding Year Yes

Block 3: Action Taken
RHC Note: Block 3 (Action Taken) must be completed prior to reviewing Block 4.

Line 5: By filing this form, the HCP or its authorized representative is (check one):
 Confirming the connection of a telecommunications or Internet service for which the HCP has requested a discount and is confirming the accuracy of all information previously filed with RHCD regarding service
 Informing RHCD that the service was not (or will not be) turned on during the funding year
 Notifying RHCD of the disconnection of a discounted service.

Date of Disconnection

You have successfully completed all items on this page.

THIS SELECTION WILL CANCEL THE FUNDING COMMITMENT

IMPORTANT!

This selection will cancel the funding commitment, resulting in ZERO funding for this service!

If the service was never installed or switched on during the funding year, proceed with this selection and move forward with this form.

However, if the service was installed or switched on during this funding year, choose another selection in Block 3.

Close

FCC Form 467 Connection Certification Form

Block 3: Option 3

- Notifies RHC of the disconnection of the discounted service.
- Date of disconnection will be the funding end date.
- HSS will reflect the effective date that funding is terminated.
- HCPs must alert USAC via the FCC Form 467 when the service is disconnected or is no longer used for the provision of healthcare.

FCC Form 467 Connection Certification Form

Block 3: Option 3

HCP INFO AND ACTION TAKEN CONNECTION INFORMATION CERTIFICATION

FCC Form 467 (Connection Certification Form)

Approved by OMB 3060-0804

Read [instructions](#) thoroughly before completing this form. Failure to comply may cause delayed or denied funding. [Preview form](#) [Instructions](#)

Click on the instructions [button](#) on each screen for line-by-line instructions.

The Connection Certification (Form 467) is the seeking reduced rates under the universal service that the service was not or will not be turned on.

An applicant must submit one Form 467 for each service.

turned on the service(s) for which the HCP is seeking reduced rates under the universal service if a supported service was disconnected or

Consortium Name

Block 1: HCP Information

Line 1: HCP Name

Line 3: HCP Number

Block 2: Funding Year Information

Line 4: Funding Year Yes

Block 3: Action Taken

RHC Note: Block 3 (Action Taken) must be completed prior to reviewing Block 4.

Line 5: By filing this form, the HCP or its authorized representative is (check one):

- Confirming the connection of a telecommunications or internet service for which the HCP has requested a discount and is confirming the accuracy of all information previously filed with RHCD regarding service
- Informing RHCD that the service was not (or will not be) turned on during the funding year
- Notifying RHCD of the disconnection of a discounted service.

Date of Disconnection

You have successfully completed all items on this page.

[Save and Continue](#) [Save and Exit](#) [Cancel Changes](#)

THIS SELECTION WILL CHANGE THE FUNDING COMMITMENT

IMPORTANT!

This selection will change the funding commitment, potentially resulting in less funding for this service!

Continue with this selection only if the service was installed or switched-on later than the Funding Start Date shown on the FCL or the service was disconnected earlier than Funding End Date shown on the FCL.

Use the text boxes on the form to indicate the actual dates of service.

[Close](#)

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Invoicing

Best Practices for Invoicing

- An FCC Form 467 (Connection Certification Form) must be filed prior to invoicing.
- HCPs may only invoice for full months in the Telecom Program.
- HCPs may only invoice for services already rendered.
- [Submitting Invoices](#) How To Video.

Questions?

Telecommunications Program Webinar

My Portal Update

New Link to Funding Commitment Letter on FCC Form 467

- Applicants can now access the Funding Commitment Letter (FCL) directly from a link on Block 4 of the FCC Form 467, so that they can view the FCL without navigating away from the page.

New Link to Funding Commitment Letter on FCC Form 467

Block 4: Connection Information


Line 6: Funding Request Number


Line 7: Service Provider Name

Line 8: Service Provider Identification Number (SPIN)

Line 9: Billing Account Number [Edit](#)

Line 10: Type of Telecommunications Service & Circuit Bandwidth or "Internet" for Internet service

Line 11: Actual Service Start Date (date service began) 

Line 12: End of Service Date (date service was or will be turned off) 

Funding Commitment Letter [Funding Commitment Letter](#)

Lines 11 & 12 currently show the funding dates provided on the FCL. Adjust as necessary to accurately reflect the dates of service. Note: dates may be shifted, but no additional days of funding are allowed beyond what is provided on the FCL.

Telecommunications Program Webinar

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

New Resources

- **Rurality:** New web page with video and table explaining the different scenarios and how to find out rurality status

New Resources


- Telecom Funding Commitments Search: A funding commitments search tool has been added to the Telecom Program's [Search Tools](#) web page that provides the estimated funding amount for all Telecom Program commitments for Funding Year (FY) 2012 and later.
- Funding commitments can be searched and sorted by funding year, HCP name, city, state, ZIP code, Funding Commitment Letter (FCL) issue date, service provider name, or Service Provider Identification Number (SPIN)/498 ID.

Telecom Funding Commitments Search

ABOUT THE PROGRAM

- Getting Started
- Funding Information
- Who Is Eligible
- Appeals & Audits
- Trainings & Outreach
- Frequently Asked Questions (FAQs)

RESOURCES & TOOLS

- My Portal
- Information by State
- Sample Documents
- Funding Commitment Tool
- Search Tools** 
- Forms
- Latest News
- Program Calendar
- Contact Us

HEALTH CARE PROVIDERS ▼

SERVICE PROVIDERS ▼

SEARCH TOOLS

Funding Tools

[Commitments Search \(FY2012 and later\)](#)

The new commitments search tool provides Rural Health Care (RHC) Program funding commitment information starting in FY2012. Results can be searched and sorted by HCP name, city, state, or ZIP code, Funding Commitment Letter (FCL) issue date, service provider name, or Service Provider Identification Number (SPIN).

[Commitments Search \(FY2011 and earlier\)](#)

The automated search of commitments (ASC) allows users to search the RHC Program database for funding commitment information since the inception of the RHC Program through FY2011. Results by can be filtered by applicant name, city, state, and Funding Commitment Letter (FCL) issue date.

Health Care Provider Tools

[Application Status](#)

RHC posts a weekly status report to help health care providers determine the status of their FCC Form 466. Applicants may visit this site to determine whether their FCC Form 466 has been received and whether USAC has all of

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