Rural Health Care Monthly Conference Call: May 14, 2013 – 2:00PM

Agenda

1) Healthcare Connect Fund Update
2) Service Provider Invoicing
3) My Portal Update
4) Funding Update
5) Question and Answer Session

Minutes

1) Healthcare Connect Fund Update

Eligible health care providers (HCPs) in the Telecommunications and Internet Access Programs may begin the Rural Health Care (RHC) Program application process for Funding Year (FY) 2013 by filing FCC Form 465, Description of Services Requested and Certification Form. FY2013 is from July 1, 2013 to June 30, 2014.

Remember that after your FCC Form 465 is posted, you must allow at least 28 days for competitive bidding before you select a service provider, sign a contract, and submit FCC Forms 466/466-A. Because of this, the last day to submit an FCC Form 465 to receive a full 12 months of funding is June 2, 2013. If an HCP submits its FCC Form 465 after June 2, 2013, funding will be available but will be pro-rated for each day after June 2nd.

Applicants with an RHC-endorsed evergreen contract will not need to submit an FCC Form 465 for FY2013. However, note that if an RHC-endorsed evergreen contract expires during the funding year, support will end on the contract expiration date. The HCP will need to file an FCC Form 465, go through competitive bidding, and file a new FCC Form 466 or 466-A to continue support through the end of the fund year. FCC Forms 466 and 466-A will be available on July 1 at 9:00 AM EDT.

2) Service Provider Invoicing

There was a demonstration of the new service provider portal at the RHC training at the American Telemedicine Association conference on May 5. The [presentation](#) from the training is available [online](#).

RHC sent an email to service providers on March 29 issuing guidance about invoicing:

The Rural Health Care (RHC) Program began processing Funding Year 2012 invoices in March 2013. We recommend that service providers use the following guidance to expedite the invoicing process with the [new invoice template](#).

Submit Invoices for Multiple Months

If there are multiple months of support to be invoiced:

- In the "Multiple Months (Y or N)" column, enter "Y" (see example below);
- In the "Support Amount to be Paid by USAC" column, enter the total dollars for all support periods where service has been delivered to the health care provider (HCP), and the support credited to their account.

This will also benefit the service provider by reducing the data entry required from multiple lines to one line.

Service Must Be Fully Rendered Before Submitting an Invoice

Service providers should also note a significant administrative change from the RHC Legacy System. Now, services must be fully rendered to the HCP before the service provider can submit an invoice.

For example, if the invoice is submitted in March, the service provider can only invoice through the end of February because the March service has not been fully rendered to the HCP. My Portal will reject an invoice that includes the current month.

3) **My Portal Update**

We have updated all of the text throughout My Portal, both on each tab and on the screens as applicants complete a form.

Applicants will no longer be able to reply to the Information Request emails directly. The process was designed to handle everything through My Portal. When you receive an Information Request, you should log into My Portal and go to the My Documents tab. Look for the Information Requested section, and click on the link to reply. The information requests will be sent out by an unmonitored email account, and any documentation attached to those emails in response will NOT be received by USAC

4) **Funding Update**

For FY2012, we have processed approximately 3,000 of the 7,000 FCC Forms 466/466-A received, a 3% increase over the same time last year. At that pace, we expect to receive an additional 5,000 funding requests by the end of the funding year. We have committed $35 million in funding so far.

5) **Question and Answer Session**