



## Rural Health Care (RHC) Program

# HCF Program Account Holder Guide

USAC recommends having more than one account holder for each health care provider (HCP). This guide will show you how to add a secondary or tertiary account holder to your site. Please note that only Primary Account Holders have access to the “Account Holders” tab.

### Step 1: Log in

Log into My Portal with your user ID (email address) and password.

#### E-FILE SIGN IN

User ID (Email Address): \*

Password: \*

[Forgot password?](#)

**IMPORTANT SYSTEM NOTICE** - This system is the property of the Universal Service Administrative Company (USAC) and is to be used to assist individuals with managing their entity's involvement in federal universal service programs. This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms and system monitoring and recording.

**Click the box to accept.** \*

If you experience any issue logging in, please make sure

- Visit <https://forms.universalservice.org> without any suffix.
- If the above doesn't work, please clear your browser cache and try again.

## Step 2: Select Applicant Type

Select that applicant type for which you'd like to assign an account holder. For this guide, we will be selecting "Individual Applicant-Healthcare Connect Fund (Forms 460, 461, 462, 463)" But the steps to add an account holder are the same for both individual and consortium applicants.

**RURAL HEALTH CARE**

Welcome to the Rural Health Care **My Portal**. You have the authorization to access one or more Health Care Provider (HCP) accounts in the Telecommunications and Healthcare Connect Fund programs. Select the program you wish to enter from the options below.

Universal Service Administrative Co. accepts funding requests during filing window periods.		
	Filing Window Period #1	Subsequent Filing Window Period
		NONE
		TBA

For more information about filing window periods, please click [here](#).

You may switch programs at any time by returning to your My Portal tab and selecting another option:

- [Telecommunications program \(Forms 465, 466, 467\)](#)
- [Individual Applicant - Healthcare Connect Fund \(Forms 460, 461, 462, 463\)](#)
- [Consortium Project Coordinator - Healthcare Connect Fund](#)

## Step 3: Select Individual HCP Number

After selecting your applicant type, you will be directed to a page with two tabs. Select the "Account Holders" tab. Please note that only Primary Account Holders have access to the "Account Holders" tab.

**RURAL HEALTH CARE** Return to My Portal

The *My HCPs* tab provides a high-level overview of all HCPs in the Healthcare Connect Fund which you manage or have account access to, including:

- o HCP Number and HCP Name
- o Street Address
- o Account Holder Type (Primary, Secondary, Tertiary, Draft)

To access a specific HCP, search by HCP Number or HCP Name (or simply scroll down the list of HCPs), then click on the HCP Number. Once you have selected an HCP, you will be taken to that HCP's My Forms tab, and information on all other tabs will now be specific to that HCP. To access information about another HCP, go to the *My HCPs* tab and select the new HCP.

[Create New Form 460](#)

**My HCPs**

**Account Holders**

[Add New Account Holder](#)

Account Holder	Account Holder Name	Status	Action



## Step 4: Add New Account Holder

Click on the “Add New Account Holder” button to assign additional account holders.

**RURAL HEALTH CARE** Return to My Portal

The *My HCPs* tab provides a high-level overview of all HCPs in the Healthcare Connect Fund which you manage or have account access to, including:

- o HCP Number and HCP Name
- o Street Address
- o Account Holder Type (Primary, Secondary, Tertiary, Draft)

To access a specific HCP, search by HCP Number or HCP Name (or simply scroll down the list of HCPs), then click on the HCP Number. Once you have selected an HCP, you will be taken to that HCP's My Forms tab, and information on all other tabs will now be specific to that HCP. To access information about another HCP, go to the *My HCPs* tab and select the new HCP.

[Create New Form 460](#)

My HCPs Account Holders

[Add New Account Holder](#)

Account Holder	Account Holder Name	Status	Action

## Step 5: Assign Additional Account Holder to HCP

- If the additional account holder has participated in the RHC program before and already exist in our system, use the “Search By (Email)” option. Enter the person’s email address, click “Search”, and the required fields will automatically populate.
- If the additional account holder has not participated in the RHC program before and does not exist in our system, manually enter the person’s information in the required fields.

**My HCPs**
**Account Holders**

[Back to My Accounts](#)

First Name: *	<input type="text"/>	!	Address 1: *	<input type="text"/>	!
Middle Initial :	<input type="text"/>		Address 2:	<input type="text"/>	
Last Name: *	<input type="text"/>	!	City: *	<input type="text"/>	!
Phone: *	<input type="text"/>	!	State: *	<input type="text" value="Select State..."/>	!
Ext :	<input type="text"/>		County: *	<input type="text" value="Select County..."/>	!
Fax :	<input type="text"/>		Zip: *	<input type="text"/>	!
Email (Username): *	<input type="text"/>	!			
Retype Email (Username): *	<input type="text"/>	!			

**HCPs for this applicant**

HCP#	HCP Name	Role
		No role ▼ ✓
		No role ▼ ✓
		No role ▼ ✓
		No role ▼ ✓
		No role ▼ ✓

[Add Account Holder](#)

To add the additional account holder to an HCP, select the correct role in the “Role” column of the HCP number. You can add the additional account holder to one or multiple HCPs at the same time.

- Secondary Account Holder: Must be an employee of the legal entity.

- Tertiary Account Holder: A third party hired to file forms on behalf of the HCP. Must have a valid [Third Party Authorization \(TPA\)](#).

**HCPs for this applicant**

HCP#	HCP Name	Role
01111	HH Hospital	Secondary ▼ ✓
01112	MM Clinic	Tertiary ▼ <b>Upload</b> !
		No role ▼ ✓
		No role ▼ ✓
		No role ▼ ✓

**Add Account Holder**

Once the correct role is added, the “Add Account Holder” button will highlight. Click the “Add Account Holder” button to add the additional account holder to the HCP(s).

**HCPs for this applicant**

HCP#	HCP Name	Role
01111	HH Hospital	Secondary ▼ ✓
01112	MM Clinic	No role ▼ ✓
		No role ▼ ✓
⋮		No role ▼ ✓
⋮		No role ▼ ✓

**Add Account Holder**

Once you have added the additional account holder to the HCP, the person will have the ability to access and make changes to the HCP by logging into their personal My Portal account.



## Step 6: Confirm Successful Addition

Select the “Account Holders” tab, as mentioned in Step 3. The additional account holder will appear in the list of account holders. In addition, any new account holders will receive an automatically generated email notification with information on accessing their personal My Portal account.

**RURAL HEALTH CARE** Return to My Portal

The *My HCPs* tab provides a high-level overview of all HCPs in the Healthcare Connect Fund which you manage or have account access to, including:

- o HCP Number and HCP Name
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[Create New Form 460](#)

**My HCPs** | **Account Holders**

[Add New Account Holder](#)

Account Holder	Account Holder Name	Status	Action
J.Doe@HHHospital.com	Jane Doe	Active	<a href="#">Remove</a>