COVID-19 Telehealth Program Eligibility

Submitting the FCC Form 460

Learning Objectives

1. *Learn the eligibility criteria for the COVID-19 Telehealth Program*

2. *Complete the FCC Form 460 Eligibility Form*

3. *Understand the post-submission process and common denial reasons*

Agenda

1. Overview: COVID-19 Telehealth Eligibility

2. Filing the FCC Form 460

3. After Submission

Overview

COVID-19 Telehealth Program Eligibility

Determining Eligibility in the COVID-19 Telehealth Program

- To be eligible in the COVID-19 Telehealth Program, your site must be a non-profit or public facility

- Use the FCC Form 460 to determine eligibility and receive an HCP number

- Find the FCC Form 460 at usac.org/rural-health-care

- COVID-19 Telehealth applicants must have filed an FCC Form 460 before submitting an application for the Telehealth Program
  - Applicants can find their HCP number on their confirmation email
  - HCPs can submit COVID-19 telehealth applications while their Form 460s are being processed

- Only the application's lead health care provider must file an FCC Form 460
  - This is a change between the first and second round of COVID-19 Telehealth funding
  - The lead applicant must certify to the eligibility of other entities included in the application

- **Applicants with an approved Form 460 eligibility determination do not need to re-file**

Criteria for Eligibility

1. Status
   - Not for Profit
   - Public

2. Facility Type
   - Must be a facility type listed in Block 5 of the FCC Form 460

3. Rurality Determination (rural or non-rural)
   - Facilities do not have to be rural to qualify for the COVID-19 Telehealth program

Entities must submit documentation that substantiates eligibility
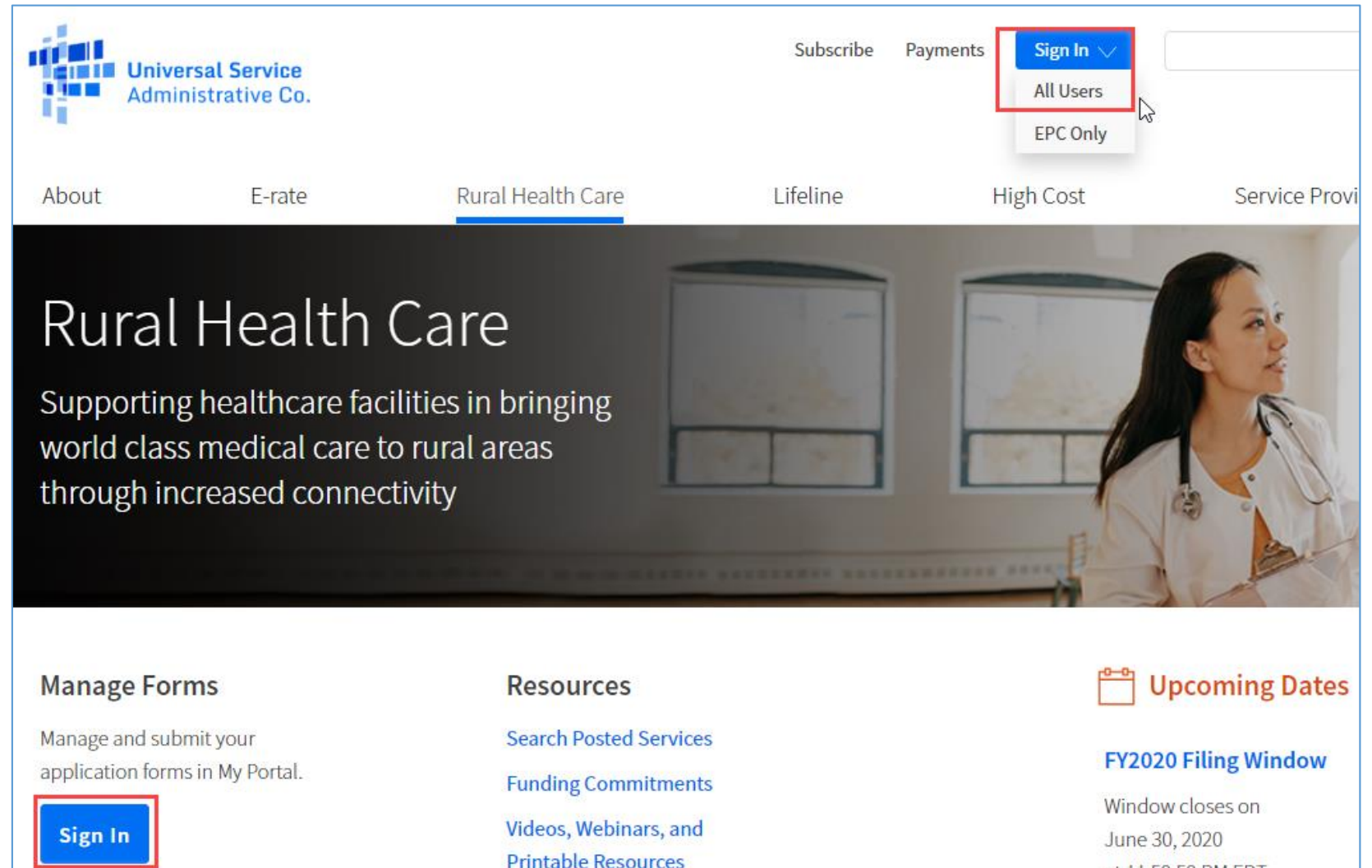
Eligible Facilities

- Local health department or agency

- Not for profit hospital

- Rural health clinic

- Skilled nursing facility

- Post secondary education institution

- Health care center providing care to migrants

- Community mental health centers

- Consortia of eligible health care providers listed above

Information Collected on the FCC Form 460

1. Site information

2. Contact information

3. Eligibility information

4. Certifications and signatures

My Portal Access

- New applicants will not have access to our online application management system My Portal until your first form is approved

- Go to usac.org/rural-health-care to begin

Getting Started in My Portal

Select "FCC Form 460" to Begin Filing


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RURAL HEALTH CARE

To apply for support in the Healthcare Connect Fund or the Telecom/Internet Access Programs, choose the appropriate selection below:

Submit a new FCC Form 460 for eligibility determination in the Healthcare Connect Fund

Submit a new FCC Form 465 for eligibility determination and to submit a request for services in the Telecommunications program

Filing the FCC Form 460 in My Portal

HCF Program Eligibility
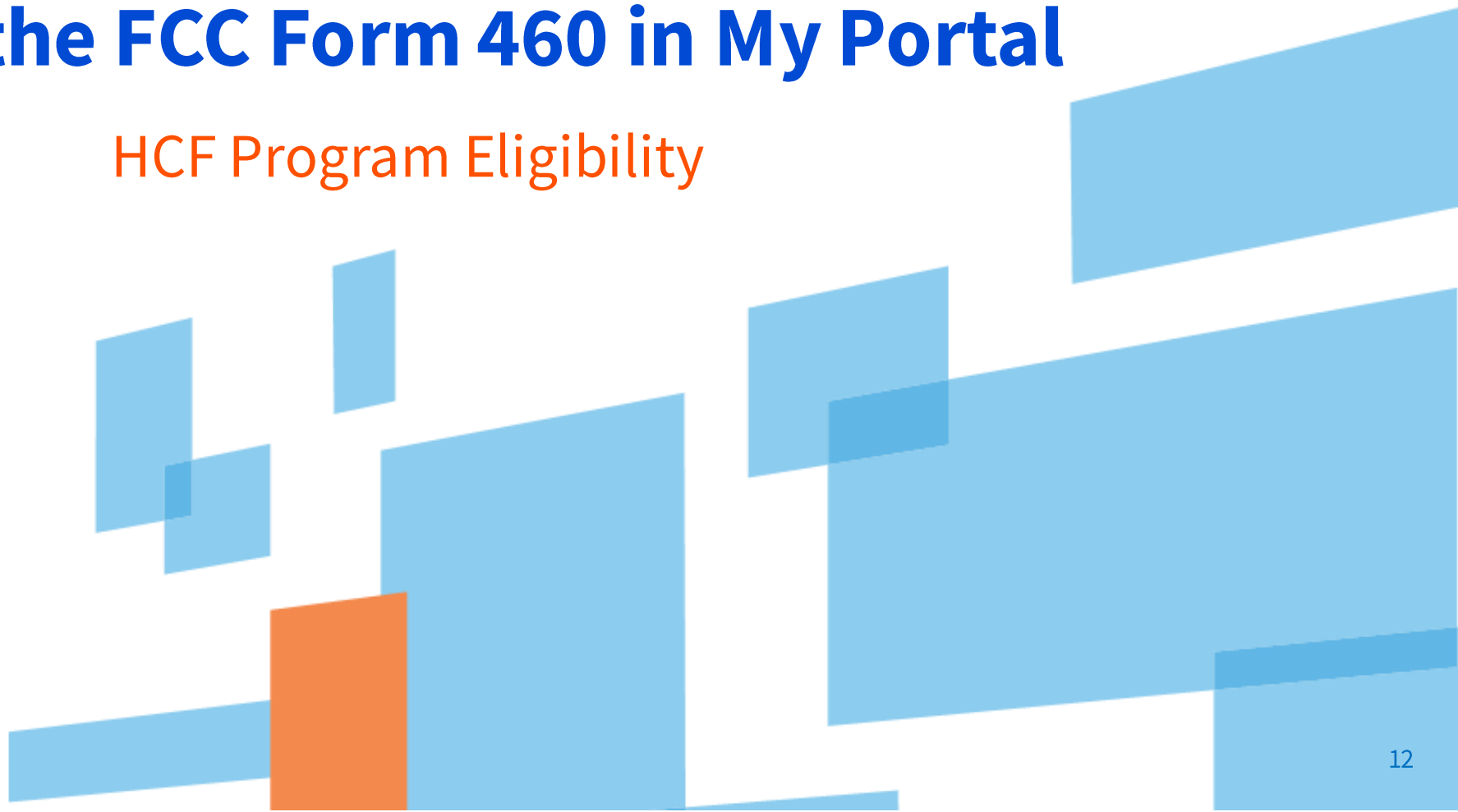
Enter Email Address and Zip Code

RURAL HEALTH CARE

Create FCC Form 460

Enter your email address and the HCP's zip code or HCP Number below.

- If your email is already in the RHC system, it means you are registered and you will be prompted to return to the log in page to access your portal.

- If you enter a zip code or HCP Number that matches an HCP that is registered in the system, the HCP information will be displayed in the search results. If the Status lists the HCP as "available" and it matches your HCP, click on the link to open and complete the form. If no HCP in the list matches your HCP, select the "New HCP" button.

- If no search results are returned, select the "New HCP" button to open a blank FCC Form 460.

Email: * [   ]

One of the following is required: *

ZIP Code: [   ]

— or —

HCP Number: [   ]

Search   **Reset**

Warning: You must complete the FCC Form 460 in a single session. Once the session begins, it will expire after 15 minutes of inactivity (not advancing between screens). You will not be able to save a draft or return later to complete your form. If your session expires before your form has been submitted you will need to start over. A warning will appear after ten minutes of inactivity.

Active vs. Available HCPs

- Check the list to see if any existing HCPs match your site. You may apply on behalf of sites listed as "available"

- HCPs listed as "Active" currently have an account holder/user assigned to them. If your HCP is present but "Active", please reach out to us for the account holder information to prevent duplicate submissions

Select New HCP

- If your HCP is not listed, select "New HCP" to begin the application process

- Entities with an active valid eligibility decision do not need to file another Form 460
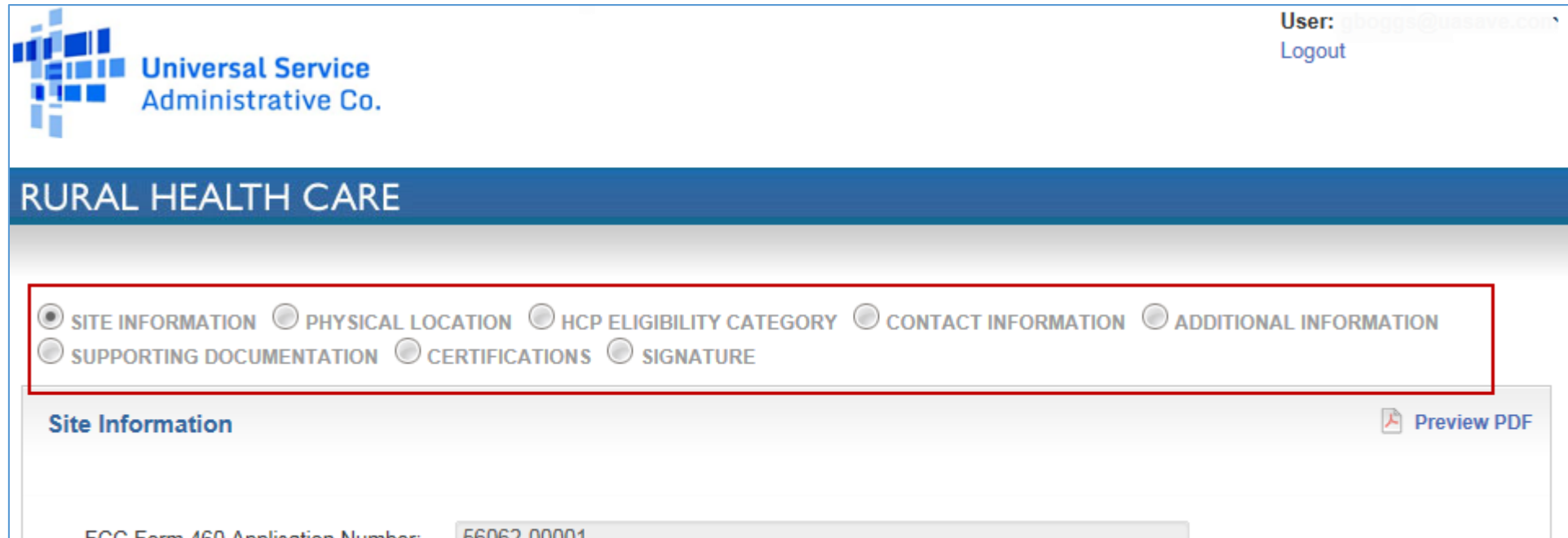
Select Type of Registration

- Select "Determine Eligibility of an HCP site" – any other type of registration will result in denial or withdrawal

Navigating Through My Portal

- Use tabs at the top to determine what section of the form you are in

Enter Site Information

Enter Site Information

- The FCC RN is a ten-digit number that is assigned to a business or individual registering with the FCC, and is used to uniquely identify the business or individual in all of its transactions with the FCC

- Obtaining an FCC RN is a simple process that can typically be completed within minutes through the FCC's website at https://apps.fcc.gov/cores/userLogin.do

Enter Physical Location

- Enter the physical location of your site. If your site does not have a street address, please enter the geo-location

Select HCP Eligibility Category

- All eligible HCP types are listed in the drop down

Select HCP Eligibility Category

- Provide a brief explanation of why your site qualifies as that category

- For example, the explanation may include a description of the services provided by the organization or licensing information. If appropriate, supporting documentation (such as a state license) may be uploaded when completing this section

Enter Contact Information

- Enter the contact information of the person who will be primarily responsible for this entity's forms

- You can also enter secondary account holder information in this tab

- The primary and secondary account holder must be a director, officer, or authorized employee of the entity applying

Contact Information   📄 Preview PDF

25 Primary Account Holder Name: *   First Name: Middle Initial: Last Name:

Title/Position: *

26 Employer: *

Employer's FCC RN: *

Employer Website:

Same as Physical Location Address? ☐

27 Address Line 1: *

28 Address Line 2:

29 City: *

30 State: *   Select A State ▾

31 Zip Code: *

32 Phone #: *   Ext:

33 Email: *

Are there secondary account holders? ☐

[Save and Go Back] [Save and Continue] [Exit]

Enter Additional Information

- National Provider Identifiers and Organization Taxonomy Codes can be found using the lookup links right on the page

- Using the lookup links, please use the codes that best identify the entity applying

Upload Supporting Documentation

- Supporting documentation is optional for the FCC Form 460, but you may upload any documents that would be necessary to validate the form.

Required Certifications

- All certifications must be checked. Certifications will populate based on the type of FCC Form 460 completed (i.e. Individual HCP, Consortium)

Signature

Signature   📄 Preview PDF ❓ Form Guide

64 Email:			
61 Printed Name of Authorization *	First Name:	Middle Initial:	Last Name:

62 Title/Position of Authorized Person: *

63 Phone: *   Ext.:

65 Employer: *

66 Employer's FCC RN: *

Address Line 1: *

Address Line 2:

City: *

State: *

Zip Code: *

Third Party Authorization(TPA) Upload *

RHC Note: Consultants are required to upload a Third Party Authorization. USAC recommends a period of three years or less for the authorization, and suggests the end date coincides with the end of a funding year (funding years run July 1 through June 30).

I will upload a TPA applying to this Form 460 within the next 15 days: ☐

Click to Upload

Effective Start Date:

Effective End Date:

Save and Go Back   **Certify**   **Exit**

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After Submission

COVID-19 Telehealth Program Eligibility

After Submission

- You will receive an email confirmation that your form was submitted

- FCC Forms 460 take an average of 30 days to review
  - COVID-19 Telehealth applications will be prioritized upon submission

- If any additional information or validating documentation is required during the review of the FCC Form 460, you will receive an Information Request
  - HCPs have a two business days to respond to information requests and can request a one-time extension for an additional two business days.
  - USAC will deny FCC Forms 460 if USAC does not receive a timely response; HCPs must file another FCC Form 460 if they receive a denial

- You will receive an email with an eligibility determination after your application has been reviewed

Form Revisions

- Once a decision has been made on the form, the only way to make any changes is to file an FCC Form 460 revision via My Portal

Form Revisions

- The most common reasons for FCC Form 460 revisions are to update the following information:
  - Primary Account Holder
  - Site Name
  - Address
  - Entity Type
  - Hospital bed count
  - Change in rurality

Common Reasons for FCC Form Denials

- Non-responsiveness to Information Requests

- Not a valid entity type

- A duplicate filing

- Entity is for-profit

Resources

- [Blank FCC Form 460](#)

- [How to Check for an Existing HCP](#)

Timeline

March	**March 30**	FCC released [COVID-19 Telehealth Program Order](#)
April	**April 15**	Application filing window announced
	April 22	[Get Started Training](#)
	April 26	Eligibility Training
	April 28	Application Training
	April 29	Application filing window opens at 12:00pm ET
	April 30	Telehealth Office Hours
May	**May 4**	Telehealth Office Hours
	May 6	Application filing window closes at 12:00 PM ET

Stay Informed

- Visit USAC.org to follow Telehealth Program updates

- Sign up for the COVID-19 Telehealth email list to:
  - Receive Telehealth Program email updates
  - Learn about Telehealth Program training

- Visit the COVID-19 Telehealth Program Frequently Asked Questions Page for information about the provider application process

- For questions, email: Round2TelehealthApplicationSupport@fcc.gov

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