

## Rural Health Care Program

# HCF Program Account Holder Guide

The Rural Health Care (RHC) Program 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 HCP. Please note that only Primary Account Holders have access to the “Account Holders” tab in My Portal.

### Step 1: Log in

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

**Username**

**Password**

Forgot password?

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

### Step 2: Select Applicant Type

Select the 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

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[Create New Form 460](#)

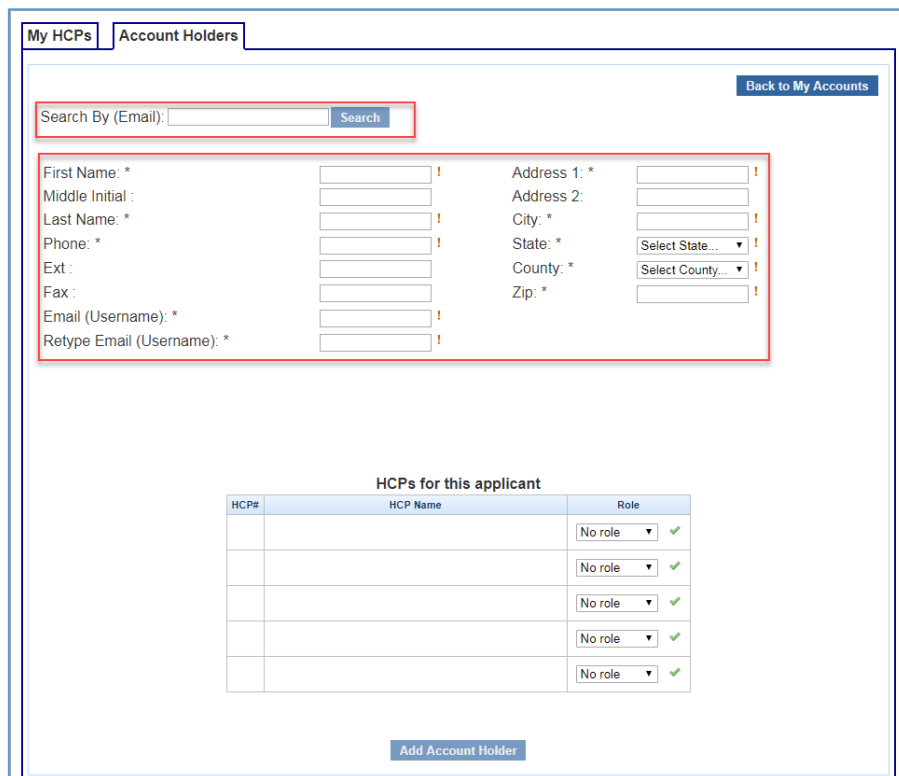
My HCPs
Account Holders

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 exists in our system, use the “Search By (Email)” option. Enter the 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

Search By (Email):

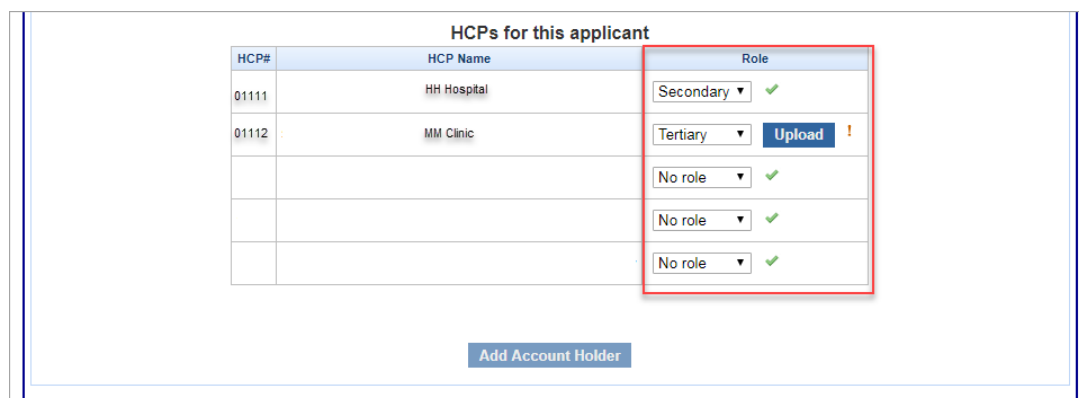
First Name: \*  !      Address 1: \*  !  
 Middle Initial:       Address 2:   
 Last Name: \*  !      City: \*  !  
 Phone: \*  !      State: \*  !  
 Ext:       County: \*  !  
 Fax:       Zip: \*  !  
 Email (Username): \*  !  
 Retype Email (Username): \*  !

**HCPs for this applicant**

HCP#	HCP Name	Role
		No role <input type="button" value="v"/> ✓
		No role <input type="button" value="v"/> ✓
		No role <input type="button" value="v"/> ✓
		No role <input type="button" value="v"/> ✓
		No role <input type="button" value="v"/> ✓

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 <input type="button" value="v"/> ✓
01112	MM Clinic	Tertiary <input type="button" value="v"/> <input type="button" value="Upload"/> !
		No role <input type="button" value="v"/> ✓
		No role <input type="button" value="v"/> ✓
		No role <input type="button" value="v"/> ✓

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. 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

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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>