



RHC Program News for December 2020

December 3, 2020

Latest News

Deadline Approaching! Connected Care Pilot Program Application Filing Window Closes Monday, December 7

The [Connected Care Pilot Program](#) application filing window closes this coming Monday, December 7, 2020 at 11:59 p.m. ET. As a reminder, prospective applicants must have an approved FCC Form 460 to access the application.

For more information on submitting the application, watch the [Information Webinar](#) and download the [Application Guide](#). For additional information about the Connected Care Pilot Program, click on the links below:

- [Connected Care Pilot Program web page](#)
- [Watch a video](#) or [view a guide](#) to check if your Health Care Provider (HCP) site is already registered

HCP sites that have already filed FCC Form 460s and are deemed eligible to participate in the Commission's existing RHC Program or the COVID-19 Telehealth Program may rely on those eligibility determinations for the Connected Care Pilot.

Tomorrow, Friday, December 4 at 5:00 p.m. ET is the last recommended time to submit an FCC Form 460 to USAC for the purposes of Connected Care Pilot Program consideration. Submission of an FCC Form 460 does not guarantee approval. FCC Forms 460 must be fully submitted in My Portal, and those in draft status will not be considered for review.

Final Office Hours

Join us this afternoon for Connected Care Pilot Program Office Hours. Log in at any time between 2:00 and 3:00 p.m. ET to ask questions regarding the Connected Care Pilot Program Application. [Register now!](#)

Interested applicants can learn more about the Connected Care Pilot by taking a look at the [Frequently Asked Questions \(FAQs\)](#) on the FCC's website. To receive updates and announcements, please join the Connected Care Pilot Program [email mailing list](#).

FY2021 Filing Window Opens January 4, 2021 -- Register for Upcoming Training Today!

The FY2021 filing window will take place from January 4 – April 1, 2021. This means that you must submit your funding requests (FCC [Forms 462](#) or [466](#)) as early as January 4 and no later than 11:59 p.m. ET April 1, 2021, for the initial filing window period. We highly encourage you to submit your application forms as early as possible in the filing window period. Other application forms for FY2021 (FCC Forms 460, 461, or 465) are accepted prior to January 4 to begin the application process. Learn more about [filing window periods](#).

Join the RHC Program Outreach team next week for the Funding Request Best Practices webinars. These webinars will cover changes to the forms for FY2021 and include a walkthrough of the FCC Form 462 and 466 in My Portal. Register below:

- HCF Program FCC Form 462 Best Practices – Tuesday, December 8, 2020 2:00 p.m. ET - [Register](#)
- Telecom Program FCC Form 466 Best Practices – Thursday, December 10, 2020 2:00 p.m. ET - [Register](#)

Deadline Approaching! FY2019 HCF Program Invoicing Deadline Reminder

Do you know your FY2019 [Healthcare Connect Fund \(HCF\) invoicing deadline](#) and how to submit the FCC Form 463? You can look up your invoicing deadline using the [Invoicing Deadline Lookup Tool](#) and [watch](#) the FY2019 HCF Program Invoicing Best Practices webinar.

PQA Requests for Information are Going Out

The 2021 Payment Quality Assurance (PQA) assessment program is underway. PQA is a program that assesses RHC Program payments made on invoices submitted during the past 12 months to verify that the payments were properly made – in other words, that all program rules were followed correctly when the payment was authorized and disbursed.

For disbursements made each month, a certain number of payments will be chosen, and applicants will be asked to provide specific documentation – for example, customer bills that support invoices submitted to USAC – to verify that those payments were made correctly. It is important that you maintain proper documentation in order to be able to respond correctly and completely to PQA requests.

The email requests notifying applicants whose payments have been selected for PQA will be sent starting the second week in December from the domain name PQA@USACcms.i-sight.com. Please check your email and respond promptly if you receive an email from USAC's PQA Program. Also check your spam folder or junk email folder to see if it contains an email from this domain. This will help expedite your review.

- Do not hesitate to contact your PQA reviewer if you have questions. Contact information is provided in the email.
- Also, contact your PQA reviewer if you are unable to respond by the deadline.

Submit Your FY2021 Request for Services Today!

New for FY2021 and forward, the competitive bidding period begins on July 1 of the prior calendar year. This allows RHC Program applicants more time to complete and submit their [FCC Forms 461](#) and [Forms 465](#) for the purposes of competitive bidding. Learn about the changes to the FY2021 competitive bidding process and corresponding My Portal updates by watching the recent [Request for Services Webinars](#). Please keep in mind that it's a best practice to submit these forms as early as possible in preparation for the upcoming filing window.

Supply Chain Order Reminder

As you proceed with FY2021 competitive bidding, please keep in mind that the [FCC's Supply Chain Order](#) became effective on January 3, 2020. The Order prohibits Universal Service support from being used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by companies that pose a national security threat to the integrity of communications networks or the communications supply chain. Huawei Technologies Company and ZTE Corporation are the two companies that have been officially designated as such threats by the FCC.

Important Reminders

Tip: Rurality Tier Search Tool

When using the [Rurality Tier Search Tool](#), it is important to put in your site's exact address for best results. If the site's exact address does not yield results, you may also use the latitude and longitude coordinates for your site. To find your site's latitude and longitude coordinates:

1. Go to [Google Maps](#)
2. Type in your site's address
3. Right click on the marker pin pointing to your site on the map and select "What's Here?"
4. The coordinates (a pair of numbers, each with a decimal point) will appear on the screen

Use these coordinates to "Search with geographic coordinates" in the Rurality Tier Search Tool. Be sure to include the negative sign when entering the negative longitude coordinate.

FCC Form 460 Best Practice

During the submission of an FCC Form 460 (HCF Eligibility and Registration Form), we recommend that applicants upload any supporting documentation necessary to validate form data to the "Supporting Documentation" section. This includes documentation that is relevant to the required fields of the FCC Form 460. Submitting supporting

documentation helps to verify health care provider (HCP) eligibility thereby expediting the review process. A few examples include, but are not limited to:

- Hospital licenses, with the address clearly posted, to verify a non-profit hospital
- A recent bill or lease, with the address clearly posted, to verify the HCP address provided on the FCC Form 460
- Public tax documents to verify the Non-Profit Tax ID (EIN) or public documents if the health care provider is owned by a local or state government
- Health Resources and Services Administration (HRSA) accreditation to verify a community health center.

Please note that submission of this supporting documentation does not guarantee form approval. You can submit your FCC Form 460 at any time during the funding year. First time applying? We suggest you review this [step-by-step guide](#) to check if your HCP site has previously registered with the RHC Program.

Telecom Program FCC Form 467 Revisions

Please remember to carefully review your Funding Commitment Letter (FCL) and Healthcare Support Schedule (HSS) prior to beginning the invoicing process. If there is an error or you have any questions about the information on the FCL or HSS, email RHC-Assist@usac.org with the funding request number in the subject line. As a reminder, if services were delayed or not turned on, it is the responsibility of the HCP to submit a request for an FCC Form 467 revision.

Need Help? Contact Us!

For questions about the Rural Health Care Program, call the RHC Help Desk Call at 800-453-1546 or email RHC-Assist@usac.org.

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