



## RHC Program News for November 2020

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November 5, 2020

### Latest News

#### **New! The Connected Care Pilot Program Application Filing Window Opens Friday, November 6**

On November 5, 2020, The Federal Communications Commission (FCC) released [Public Notice DA 20-1315](#) providing guidance on the [Connected Care Pilot Program](#) application process timeline. The application filing window opens Friday, November 6, 2020 at 12 p.m. ET, and will close on Monday, December 7, 2020 at 11:59 p.m. ET. The application will be available via the [My Portal login page](#). To access the application, eligible health care providers will use their My Portal login credentials that were provided when their FCC Form 460 was approved. **Prospective applicants must have an approved FCC Form 460 to access the application.**

Join us on Thursday, November 12, at 2:00 p.m. ET for a webinar about the Connected Care Pilot Program. This webinar will focus on the Connected Care Pilot application process and best practices. [Register today!](#)

For additional information about Connected Care Pilot click on the links below:

- [Connected Care Pilot Program web page](#)
- Submit your FCC Form 460 in [My Portal](#)
- View the [FCC Form 460 Guide](#) and [FCC Form 460 Walkthrough](#)
- 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. Telecom HCP sites with approved FCC Form 465s can [contact us](#) for more information on how to get started. Please make sure to include your HCP numbers in the body of the email.

Interested applicants can learn more about the Connected Care Pilot by taking a look at the [Frequently Asked Questions \(FAQs\)](#) on the FCC website. To receive updates and announcements, please join the Connected Care Pilot Program [email mailing list](#). For questions, please contact [ConnectedCare@fcc.gov](mailto:ConnectedCare@fcc.gov).

#### **New! FCC Releases Order DA 20-1233: All Qualifying FY2020 Funding Requests to be Funded in Full**

On October 19, 2020, the FCC released [Order DA 20-1233](#), waiving section 54.619(a) of the Commission's rules to eliminate the cap on upfront payments and multi-year commitments for Funding Year (FY) 2020 to ensure that all approved RHC Program funding requests will be funded in full. This waiver responds to the unique set of circumstances presented by COVID-19. The far-reaching effects of the pandemic lead the FCC to conclude that funding all RHC Program requests in full will promote the public interest by enabling the delivery of vital communications-based health care during the pandemic.

As a reminder, RHC started issuing decisions on FY2020 funding requests in September and will continue to do so on a rolling basis. RHC will communicate any updates via the email addresses the applicant submitted on its FCC Form 460 in My Portal. There will not be a second filing window for FY2020. Watch the [FY2020 Update Webinar](#).

### **New! 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 [register](#) for the FY2019 HCF Program Invoicing Best Practices webinar taking place on Tuesday, November 17, 2020 at 2:00 p.m. ET. This webinar will contain information on best practices for successful form submission as well as a summary of important invoicing-related FCC Orders released this year. Please keep in mind this webinar is for FRNs from FY2019 and years prior.

### **New! 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 FY2020 (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 in December 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](#)

### **New! Update to My Portal Multi-Factor Authentication Email**

As a reminder, My Portal uses multi-factor authentication (MFA) to ensure the security of its users information. MFA helps safeguard access to data and applications, and provides additional security by requiring a second form of user authentication by having users enter a code sent to their email address. Starting the evening of November 4, these emails will now come from [noreply@okta.com](mailto:noreply@okta.com) instead of [noreply@usac.org](mailto:noreply@usac.org). Please make sure your email account is able to receive emails from [noreply@okta.com](mailto:noreply@okta.com) so that you can log into My Portal.

### **New! Enhancements Made to Funding Commitment Open Dataset**

The [Funding Commitment Dataset](#) was recently updated to include new fields about Service Level Agreements (SLA) including: packet loss, jitter, reliability, latency, and whether or not there are SLAs for a particular FRN. [Watch](#) a short video on how to visualize data in the Open Data Platform.

### **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 the [FCC's Supply Chain Order](#) which 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](mailto: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](mailto:RHC-Assist@usac.org).

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