DISCLAIMER:

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- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to GoToWebinar Panel and posted to RHC Learn
Meet Our Team

Blythe Albert
Advisor of Program Management | Rural Health Care

Simone Andrews
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Eric Overton
Program Manager | Rural Health Care
Agenda

• RHC Program Basics
• Program Updates
• Competitive Bidding
• Funding Requests
• Invoicing and Disbursement Process
• Resources
By the end of this webinar you will be able to…

- Understand the application process for RHC programs from eligibility through invoicing
- Understand the difference between the two RHC programs
- Learn about RHC program updates for FY2022
- Understand competitive bidding requirements
- Understand invoicing and disbursement processes
- Understand best practices for service providers
# Program Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
</tr>
<tr>
<td>HCP</td>
<td>Health Care Provider (the site receiving services)</td>
</tr>
<tr>
<td>SP</td>
<td>Telco company providing services (you)</td>
</tr>
<tr>
<td>HCF program</td>
<td>Healthcare Connect Fund program</td>
</tr>
<tr>
<td>Telecom program</td>
<td>Telecommunications program</td>
</tr>
<tr>
<td>SPIN/498 ID</td>
<td>Service Provider Identification Number</td>
</tr>
<tr>
<td>ACSD</td>
<td>Allowable Contract Selection Date</td>
</tr>
<tr>
<td>FRN</td>
<td>Funding Request Number</td>
</tr>
<tr>
<td>FY</td>
<td>Funding Year</td>
</tr>
</tbody>
</table>
Program Basics
Service Provider Best Practices Webinar
Differences Between RHC Programs

• Services funded:
  • Telecom program funds telecommunications services
    • The Telecom program **does not** provide support for equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.
  • HCF program funds advanced telecommunications and information services for broadband connectivity.
    • The HCF program **does** provide support for equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.

• Method of calculating discount:
  • **Telecom program** funds the difference between the urban and rural rates.
  • **HCF program** funds a flat 65%.
### Key Differences for Service Providers

<table>
<thead>
<tr>
<th>HCF Program</th>
<th>Telecom Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds advanced telecommunications and information services for broadband connectivity. Provides support for equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.</td>
<td>Funds telecommunications services related to the use of telemedicine and telehealth.</td>
</tr>
<tr>
<td>Can be a multi-year request (up to three years). Funds telecommunications services related to the use of telemedicine and telehealth.</td>
<td>Single year funding requests for recurring telecommunications services.</td>
</tr>
<tr>
<td>Provides a flat 65% discount for eligible products and services.</td>
<td>Funds up to the difference between the urban and rural rates for the requested service</td>
</tr>
<tr>
<td>Requires that service providers validate and certify all data entered by the HCP on the FCC Form 463 (Invoicing).</td>
<td>Requires that service providers submit invoices to USAC to request reimbursement for the difference between the urban and rural rates. HCPs are required to pay the service provider the urban rate for the requested service.</td>
</tr>
</tbody>
</table>
Application Process

1. **Determine Eligibility**
   - Must meet three eligibility criteria:
     - Not-for-profit/public
     - In a rural area
     - One of the eligibility facility types
   - HCF Program: FCC Form 460
   - Telecom Program: FCC Form 465

2. **Develop Evaluation Criteria and Request Services**
   - Describe the services you need and develop scoring criteria to evaluate bids. Your request for services is posted to the USAC website for a minimum of 28 days.
   - HCF Program: FCC Form 461
   - Telecom Program: FCC Form 465

3. **Evaluate Bids and Select Service Provider**
   - Once competitive bidding has ended, choose the most “cost-effective” service provider.
   - HCF Program:
   - Telecom Program: FCC Form 462

4. **Submit Funding Request**
   - Provide information about the services selected: cost, service provider information, and terms of service agreement(s).
   - HCF Program: FCC Form 462
   - Telecom Program: FCC Form 466

5. **Certify Connection**
   - Confirm service start and end dates.
   - HCF Program:
   - Telecom Program:

6. **Invoice**
   - Submit invoice before deadline:
     - HCF Program:
     - Telecom Program:

**Notes:**
- HCF Program: FCC Form 463
- Telecom Program: FCC Form 467
- Invoice
Telecom Program - Service Provider Participation

- FCC Form 465 (Description of Services Requested and Certification Form):
  - Submit bids for services included on the posted Request for Services forms

- FCC Form 466 (Funding Request and Certification Form):
  - Provide supporting documentation or necessary information (e.g., bills, invoices, contract) to the HCP during the application (Funding Request) process

- Telecom Invoice:
  - Complete invoicing process after completion of the FCC Form 467 (Connection Certification Form) by the HCP and review of the HCP Support Schedule (HSS).
  - Submit invoice certifying to service & billing start and end dates, and total cost for billing periods selected
HCF Program - Service Provider Participation

• FCC Form 460 (Eligibility):
  • Determines eligibility of HCP - Submitted by HCP

• FCC Form 461 (Request for Services):
  • Submit bids for services included on the posted Request for Services forms.

• FCC Form 462 (Request for Funding):
  • Provide information and supporting documentation to the HCP during the application process.

• FCC Form 463 (Invoice):
  • HCP submits invoice once they have paid their 35% contribution.
  • Service provider validates the FCC Form 463 and certifies that the information is correct.
Questions?
RHC Program Updates
Service Providers Best Practices Webinar
FCC Order 22-221 - Extending Filing Window Deadline

• On March 3, 2022, the FCC released Order 22-221 extending the deadline for FY2022 from April 1, 2022 to June 1, 2022.
• All FCC Forms 462 and 466 must be submitted no later than 11:59 p.m. ET on June 1, 2022.
FCC Order DA 21-394

• On April 8, 2021, the FCC released Order DA 21-394, waiving the requirement that health care providers and service providers participating in the Telecommunications (Telecom) Program use the Rates Database to calculate urban and rural rates for funding years 2021 and 2022.

• In addition, the Order waives the following administrative deadlines to provide all RHC Program applicants with additional time to comply with requirements:
  • Service delivery deadline for FY2020 (non-recurring charges) – extended by one year to June 30, 2022.
  • Invoice filing deadline for FY2020 – extended by 120 days to February 25, 2022.

• Use the RHC Invoicing Deadline Tool on the USAC website to find your invoicing deadline.
Calculating Rural Rates – Telecom Program

• HCPs and service providers must use the most recently-approved rural rate for FY2018, FY2019, or FY2020 for the same service to the same facility or, if there is no approved rate, an approved rural rate for the same or similar services to a facility with the same or similar geographic characteristics.
  
  • **NOTE:** For all previously approved urban and rural rates, you **must** provide USAC with the previous FRN associated with that approved rate and submit **all** documentation associated with that rate.

• HCPs will enter this rural rate on **Line 33** (rural rate per month per service agreement) of the FCC Form 466 and upload supporting documentation, for example, a Funding Commitment Letter or rates approval letter for FY2018, FY2019, or FY2020.

• Documentation provided must show that the rural rate provided is in compliance with the rural rate rule (47 CFR 54.607 (2018)).
Calculating Urban Rates – Telecom Program

- HCPs should use an urban rate that has been previously approved for the same service at the same facility within the past three funding years.

- HCPs should upload documentation substantiating their urban rate in Block 6 of the FCC Form 466, whether it be documentation supporting a previously approved urban rate such as a Funding Commitment Letter (FCL) or documentation substantiating their urban rate under the preexisting rule.

- HCPs may use an urban rate that was approved in the last three years for the same service at the same facility
  - If more than one such rate was approved, HCPs must use the most recently approved urban rate.

- If there is no approved rate for a specific service delivered to the specific HCP, an urban rate approved for the same or similar services to a facility in a same or similar geographic location may be used.

- Documentation provided must show that the urban rate provided is in compliance with the urban rate rule (FCC Order DA 21-394 paragraphs 23-25).

- If an HCP doesn’t upload supporting documentation to its FCC Form 466, an Information Request will be sent to obtain it.
Supply Chain Order

• It is the responsibility of the applicant and service provider to ensure that they are compliant with FCC Report and Order 19-121, prohibiting the use of Universal Service funds for equipment or services produced or provided by companies that pose a national security threat.

• New certifications concerning the supply chain were added to the FCC Form 463 and the Telecom invoice with an effective date of April 1, 2021.

• FY2022 applicants: As applicants proceed with competitive bidding and submitting funding requests forms, please ensure you are not requesting funding for services or equipment from companies identified on the FCC-issued Covered List.

• FY2022 service providers: As service providers proceed with competitive bidding and submitting invoicing forms, please ensure you are not providing services or equipment from companies identified on the FCC-issued Covered List.

• Learn more on the Supply Chain webpage on the USAC website.
Key Takeaways for Service Providers

• Filing window deadline has been extended to 11:59 p.m. ET on June 1, 2022.
• Telecom program – Use of the Rates database to calculate discounts was waived for FY2022.
  • Method for determining rates is described in Order DA 21-394.
• Applicants and service providers must ensure they are not requesting funding for services or equipment from any company identified on the FCC-issued Covered List.
Questions?
Competitive Bidding

Service Providers Best Practices Webinar
Competitive Bidding

1. Determine Eligibility
   - Must meet three eligibility criteria:
     - Not-for-profit/public
     - In a rural area
     - One of the eligibility facility types
   - HCF Program: FCC Form 460
     Telecom Program: FCC Form 465

2. Develop Evaluation Criteria and Request Services
   - Describe the services you need and develop scoring criteria to evaluate bids. Your request for services is posted to the USAC website for a minimum of 28 days.
   - HCF Program: FCC Form 461
     Telecom Program: FCC Form 465

3. Evaluate Bids and Select Service Provider
   - Once competitive bidding has ended, choose the most "cost-effective" service provider.

4. Submit Funding Request
   - Provide information about the services selected: cost, service provider information, and terms of service agreement(s).
   - HCF Program: FCC Form 462
     Telecom Program: FCC Form 466

5. Certify Connection
   - Confirm service start and end dates.
   - HCF Program: FCC Form 463
     Telecom Program: FCC Form 467

6. Invoice
   - Submit invoice before deadline:
     - HCF Program: Initiate invoicing process by submitting FCC Form 463 to service provider for review and submission to USAC.
     - Telecom Program: Service provider completes invoicing process.
   - HCF Program: FCC Form 463
     Telecom Program: Invoice
What is a Request for Services?

• The Request for Services form is used by HCPs to let service providers know what services they are seeking and starts the competitive bidding process.
  • FCC Form 461 – HCF program
  • FCC Form 465 – Telecom program (the FCC Form 465 also determines an HCPs eligibility)
• Service providers use the information on the form to create a responsive bid to provide the requested services.
**Competitive Bidding**

- RHC program rules and FCC Orders require that the competitive bidding process be “fair and open.”
  - The process must allow all service providers an equal opportunity to understand the HCP’s service requirements and offer the most cost-effective solution to address those needs.
  - All potential bidders and service providers must have access to the same information about the HCP’s service needs, and must be treated in the same manner.
- Service providers who plan to bid cannot also simultaneously help the HCP choose a winning bidder or participate in the vendor selection process in any way.
- All applicants and service providers must comply with FCC rules and any applicable state or local competitive bidding requirements.
Search Posted Services

- Begin the competitive bidding process on the USAC public website on the Search Posted Services Page
Search Posted Services (continued)

RURAL HEALTH CARE

Search Posted Services

The Search Posted Services Tool allows service providers to view service request information provided by individual health care providers (HCPs) and consults applying for funding through the Health Care Financing Administration's (HCFA) or the Medicare and Medicaid Fraud and Abuse (MMF) Program.

Requests for services may include the following information:
- Posting Start Date: Date that the request for service posting will begin.
- Posting End Date: Date that the request for service posting will end.
- ALCO: The Alternative Contract Solicitation Date (ALCO) is the date that the applicant was entered into a contract with the selected service provider.
- Other Documents: Links to documents required in the request for services as determined by the applicant, such as HCFA Forms 470, 4700, 4700a, 4702, 4702a, 4703, 4704, 4705, 4705a, and NPP.

To search for requests for services, use the full or partial criteria in the appropriate fields below.

The search results will show a summary of each HCP's service request(s) matching the search criteria entered, with options to view additional information. View more information about each HCP by clicking “Details” next to each HCP number. All supporting documentation will be available for download on this expanded view.

Export Selected | Export All

<table>
<thead>
<tr>
<th>HCP</th>
<th>HCP Name</th>
<th>Fund Year</th>
<th>Category of Expense Requested</th>
<th>Posting Start Date</th>
<th>Posting End Date</th>
<th>ALCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>12345</td>
<td>Hospital A</td>
<td>2022</td>
<td>Medical Equipment</td>
<td>01/01/2022</td>
<td>12/31/2022</td>
<td>12345</td>
</tr>
<tr>
<td>67890</td>
<td>Hospital B</td>
<td>2022</td>
<td>Staffing Services</td>
<td>02/01/2022</td>
<td>02/28/2022</td>
<td>67890</td>
</tr>
<tr>
<td>23456</td>
<td>Hospital C</td>
<td>2022</td>
<td>Construction Services</td>
<td>03/01/2022</td>
<td>05/31/2022</td>
<td>23456</td>
</tr>
</tbody>
</table>

Available for Public Use
Bid Evaluation Criteria Process

• The bid evaluation criteria is a list of weighted standards that HCPs will use to determine the most cost-effective bid. Service providers can not assist with this process.

• Each criterion is given a certain weight, and the sum of these weights will equal 100.
  • Cost must be a primary factor for evaluating HCF program bids.
  • Examples of evaluation criteria include: cost, reliability, quality of transmission.

• The bid evaluation criteria should address the HCP’s needs as indicated on the FCC Form 461 or 465, and be based on the FCC's definition of “cost-effective.”
## Example of Evaluation Criteria

### Block 5: Bid Evaluation

Select selection criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services. Attach supplemental information (if necessary).

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Cost</td>
<td>25</td>
</tr>
<tr>
<td>b. Technical Support</td>
<td>15</td>
</tr>
<tr>
<td>c. Prior experience, including past performance</td>
<td>15</td>
</tr>
<tr>
<td>d. Reliability of Service</td>
<td>20</td>
</tr>
<tr>
<td>e. Other (Single Point of Contact)</td>
<td>25</td>
</tr>
</tbody>
</table>
When Can a Contract Be Signed?

• Allowable Contract Selection Date (ACSD): Once a Request for Services is publicly posted on the USAC website, service providers have at least 28 days to submit their bids to the applicant.
  • The HCP and service provider may not enter into an agreement to purchase services until after 28 days from the date the FCC Form 461 or 465 is posted on USAC’s website.
  • After the 28 day period ends, the HCP and the selected service provider may sign a contract.
Competitive Bidding Exemptions

Per RHC program rules, applicants are exempt from competitive bidding under the following circumstances:

- **For HCF program only:** Applicants seeking support for $10,000 or less of total undiscounted eligible expenses for a single year;
- Applicants who are purchasing services from a government master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on its behalf, and which was awarded pursuant to applicable competitive bidding requirements;
- Applicants who are requesting support using contracts previously approved by USAC (MSA under the RHC Pilot Program or the HCF Program);
- Applicants who are using an active multi-year contract designated as evergreen for the RHC program (exemption applies for the life of the contract plus up to five years of voluntary extensions); or
- Applicants who are using a contract approved under the E-rate program.
Competitive Bidding Exemptions - Evergreen Contracts

• A contract is considered “evergreen” when it covers more than one funding year and is granted evergreen status by USAC.

• An evergreen contract exempts the HCP from seeking bids for services requested under the contract for the life of the contract, including voluntary extensions not to exceed five years in the aggregate (or until the contract is modified).

• A contract is reviewed for evergreen designation at the time of the FCC Form 462/466 submission.

• The contract may be designated as “evergreen” if the contract meets all of the following requirements:
  • Both parties identified.
  • Contract specifies the service type, bandwidth, and quantity.
  • Contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selection Date (ACSD).
  • Contract specifies the term and cost of service(s).
  • Contract includes the physical addresses of the HCP(s) purchasing from the contract.
Competitive Bidding Exemptions - Evergreen Contracts (continued)

- Telecom program - HCPs with approved evergreen contracts must submit the FCC Forms 466 annually for every funding year in which funding is requested under the terms of the contract.

- HCF program - HCPs with approved evergreen contracts can submit the FCC Forms 462 for a multi-year funding commitment and receive up to three years of funding at a time.

- If USAC designates a contract as “evergreen” under the Telecom program, that designation will also apply under the HCF program, and vice versa.

- Notification of evergreen designation is shown on the Funding Commitment Letter (FCL).
Documentation

• All bid correspondence and supporting documentation should be sent via email for audit purposes.

• All communications with the HCP regarding the discounted services, facilities, or equipment should be in writing and retained.

• All documentation related to the delivery of discounted services, facilities, or equipment must be retained for at least five years after the last day of delivery of discounted services, facilities or equipment (47 CFR § 54.631(b)(1)(iii) & (2)(ii)).
Key Takeaways for Service Providers

• RHC program rules and FCC Orders require that the competitive bidding process be “fair and open.”
  • All potential bidders and service providers must have access to the same information about the HCP’s service needs, and must be treated in the same manner.
  • Use Search Posted Services to download Request for Services forms to provide the applicant with a bid.
• Service providers who plan to bid cannot also simultaneously help the HCP choose a winning bidder or participate in the vendor selection process in any way.
Key Takeaways for Service Providers (continued)

• The HCP and service provider may not enter into an agreement to purchase services until after 28 days from the date the FCC Form 461/465 is posted on USAC’s website.
  • After the 28 day period ends, the HCP and the selected service provider may sign a contract.

• All bid correspondence and supporting documentation should be handled via email for audit purposes.

• All documentation related to the delivery of discounted services, facilities, or equipment must be retained for at least five years after the last day of delivery of discounted services.
Questions?
Funding Requests

Service Providers Best Practices Webinar
Application Process

1. Determine Eligibility
   - Must meet three eligibility criteria:
     - Not-for-profit/public
     - In a rural area
     - One of the eligibility facility types
   - HCF Program: FCC Form 460
     - Telecom Program: FCC Form 465

2. Develop Evaluation Criteria and Request Services
   - Describe the services you need and develop scoring criteria to evaluate bids. Your request for services is posted to the USAC website for a minimum of 28 days.
   - HCF Program: FCC Form 461
     - Telecom Program: FCC Form 465

3. Evaluate Bids and Select Service Provider
   - Once competitive bidding has ended, choose the most "cost-effective" service provider.
   - HCF Program: FCC Form 462
     - Telecom Program: FCC Form 466

4. Submit Funding Request
   - Provide information about the services selected: cost, service provider information, and terms of service agreement(s).
   - HCF Program: FCC Form 463
     - Telecom Program: FCC Form 467

5. Certify Connection
   - Confirm service start and end dates.
   - HCF Program: FCC Form 463
     - Telecom Program: FCC Form 467

6. Invoice
   - Submit invoice before deadline:
     - HCF Program: Initiate invoicing process by submitting FCC Form 463 to service provider for review and submission to USAC.
     - Telecom Program: Service provider completes invoicing process.
   - HCF Program: FCC Form 463
     - Telecom Program: Invoice
What is a Funding Request?

• Once a service provider is selected, the HCP submits a funding request (FCC Form 462/466) to USAC.

• Specifies the type of service(s) ordered, cost, name of service provider(s), and terms of the service agreement(s).

• HCP must demonstrate that selected services are the most cost-effective option of the offers received.

• The FCC Forms 462/466 must be submitted by the close of the filing window period to be considered for funding.

  • The FY2022 filing window period is December 1, 2021 through 11:59 p.m. ET on June 1, 2022.
HCP’s Submission Checklist

- Document(s) confirming the monthly cost for your services (e.g., a copy of your bill dated within the requested funding period) or the most currently available bill before the application filing window close date.

- Copies of all bids that were received for Request for Services, including the winning bid, all bids that were rejected, and any bids that were disqualified and why.

- A copy of the bidding evaluation matrix.

- List of people who evaluated bids including title, role, and their relationship to the applicant.

- Internal documents related to the selection of the service provider (if applicable) and any correspondence with service providers prior to or during the bidding, evaluation, and award phase.

- A copy of any new contract signed for requested services.

- Contact information for the service provider and all responsible account holders.

- The start and end location of your services.

- Rural rate documentation from the service provider demonstrating compliance with the rural rate rule (Alaska only).

- Viable source letter (35% contribution) (HCF consortia applicants only).

* Any information that cannot be located on the submitted supporting documentation will result in an Information Request being sent to obtain the information.
Funding Requests and Service Providers

- It is the responsibility of the HCP to ensure all forms submitted are accurate and complete.
- The service providers must provide the HCP with any additional information needed by USAC to complete the form review.
- The HCP and service provider should work together to ensure that Information Requests are answered before their deadline (within 14 days).
- All information on approved funding requests will be used for invoicing
  - Be sure to work with the HCP to make sure everything entered into the FCC Forms 462/466 is accurate
Telecom Program Rural Rate

• Your customer may not have the information needed to document that the rural rate on the FCC Form 466 is compliant with the rule.
  • You should check the rural rate for a service before you submit a bid in response to the FCC Form 465.
  • Carriers should not begin the process of determining a rural rate when they submit a bid. They should already know what their rural rates are.

• Be sure that the correct contact person is on the FCC Form 498 (Service Provider Identification Number and General Contact Information Form) so that Information Requests that require the service provider’s input are received in a timely manner.

• Be sure to copy everyone on the email with your Information Request response and be mindful of deadlines.

• In the rare case where you deem the information provided to USAC as confidential, please mark it clearly as confidential in the subject line and take the appropriate measures to protect the email correspondence.
Calculating Urban Rates

- As with rural rates, Order DA 21-394 allows the use of the most recently-approved urban rate within the past three funding years for the same service at the same facility.
  - If there is no approved rate for a particular facility/service combination, the HCP and its carrier may use urban rates approved for the same or similar services to the facility with the same or similar geographic characteristics. You and/or your service provider must show that the urban rates were previously approved.
  - If there are no previously-approved rates available, the urban rate generated by the Rates Database should be used to avoid a denial of the funding request.
  - **NOTE:** For all previously approved urban and rural rates, you must provide USAC with the previous FRN associated with that approved rate and submit all supporting documentation associated with that rate.
Entering Rural Rate and Urban Rate
Information Requests

• FCC Forms with missing or incomplete information or documentation cannot be processed.
• USAC will send out an Information Request to an applicant when it requires information that cannot be located on the submitted supporting documentation.
• Information Requests can be received two ways:
  • Via the HCP’s My Portal (for Telecom) and RHC Connect (for HCF)
  • Via email from RHC reviewer. Service providers may be copied on any that relate to rural rate questions.
• Applicants are given 14 calendar days to provide a response to the Information Request.
• Information Requests not responded to within 14 calendar days will result in a denial of that form.
• It is incumbent on the HCP to include the service provider on all information requested.
Key Takeaways for Service Providers

• Once you are selected to provide services, work closely with the HCP to provide information needed to submit accurate information to USAC.

• Applicants have 14 days to respond to Information Requests.

• All information on approved funding requests will be used for invoicing.

• All documentation related to the delivery of discounted services must be retained for at least five years after the last day of delivery of discounted services (47 CFR § 54.631(b)(2)(ii))

• **Telecom program reminders:**
  • Service providers should continue to provide rural rate information to their customers as necessary per FCC Order DA 21-394.
Questions?
Invoicing and Disbursement
Service Providers Best Practices Webinar
Application Process

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6. **Invoice**
   - Submit invoice before deadline:
     - **HCF Program:** Initiate invoicing process by submitting FCC Form 463 to service provider for review and submission to USAC.
     - **Telecom Program:** Service provider completes invoicing process.
   - HCF Program: FCC Form 463
     - Telecom Program: Invoice
Reminder: Invoicing Deadlines

• New invoicing guidelines adopted in FCC Report and Order 19-78 became effective beginning with FY2020 applicants. The invoicing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs, October 28 of a given funding year.

• **New!** Please use the new RHC Invoicing Deadline Tool in the Open Data section of the USAC website to look up invoicing deadlines.

• For more information please see the HCF invoice page and Telecom invoice page.
Telecom Program Invoicing

- Service providers initiate the invoicing process after the HCP submits the FCC Form 467 (Connection Certification Form).
- Service providers should file an invoice after they:
  - Receive an HCP Support Schedule (HSS).
  - Credit the HCP's account for the discounted services.
- Once the Telecom program invoice is approved by USAC, funds are disbursed to the service provider.
- Effective FY2020, the invoicing deadline will be four months (120 days) from the service delivery deadline. The service delivery deadline is June 30 of the funding year for which program support is sought.
- All FY2022 Telecom FRNs have an invoicing deadline of October 28, 2023.
My Portal – Telecom Program

RURAL HEALTH CARE

Available for Public Use
Telecom Program – Invoicing video

Invoicing

HCF Program Invoicing
Best Practices
45:48 minutes

Telecom Program:
Submitting Invoices for
6:21 minutes

More Topics

Video Link
HCF Program Invoicing

• Invoicing is completed when both the HCP and service provider have certified and signed the FCC Form 463 and submitted it to USAC.
• HCP initiates the invoicing process after they receive an approved FCC Form 462 funding commitment letter (FCL) and services have been rendered.
• Service providers must review, certify, and sign the FCC Form 463 in My Portal*.
• Once an FCC Form 463 is approved, USAC disburses funds to the service provider.
• The invoicing deadline will be four months (120 days) from the service delivery deadline. The service delivery deadline is June 30 of the funding year for which program support is sought.

*Note: My Portal Platform is in the process of being updated and has been re-named RHC Connect. For more information and updates to the system, please visit the Welcome to RHC Connect webpage.
My Portal – HCF Program
RHC Connect – HCF Program
RHC Connect – HCF Program (continued)
RHC Connect – HCF Program (continued)

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**Step 6: Invoice USAC Webpage**

**Healthcare Connect Fund Program**

- Step 1: Determine Eligibility of Your Site
- Step 2: Develop Evaluation Criteria & Select Services
- Step 3: Evaluate Bids & Select Service Provider
- Step 4: Submit Funding Requests
- Step 5: Review Your Funding Commitment Letter (FCL)
- **Step 6: Invoice USAC**

**Step 6: Invoice USAC**

Invoicing is a joint process between you and your service provider using the FCC Form 463 (Invoice and Request for Disbursement Form).

**Invoicing Process**

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463. You must certify that the information in the form and attachments is accurate and that you or another eligible source have paid the 35% contribution. Next, you send the FCC Form 463 to the service provider for approval through My Portal. The service provider reviews the FCC Form 463 and certifies its accuracy, and then submits the form to USAC. Once USAC receives the FCC Form 463, it processes the form and, if approved, funds are then distributed to the service provider. As a reminder, please be sure to respond to any invoicing information Requests by the 14-calendar day deadline listed in the email.

For more information on the Telecom program invoice process please see the [Telecom Step 6 page](#).
What to Expect After Submitting an Invoice to USAC

• Review Time:
  • Review generally takes less than 10 days, barring any outstanding Information Requests or other reviews.

• If an Information Request is sent, it will come from rhc-invoicing@usac.org
  • Invoice will be held until response is received and reviewed.

• Email notification of invoice approval will be emailed from rhcadmin@usac.org to account holders after USAC review and approval.
Disbursement Process

- HCP and service provider receive email notification from rhcadmin@usac.org once an invoice is approved.
- Funds are disbursed to the service provider on the 6th and 21st of each month, barring weekends and holidays.
- Record-keeping and Audits
  - Both the HCP and service provider are required to maintain records regarding billing and invoices to USAC for a term of at least five years after the last day of delivery of discounted services.
  - Both HCPs and service providers may be subject to audits regarding participation in the RHC program.
Red Light Status and Voluntary Netting

- Red Light status
  - More information: Late Payments, DCIA, Red Light webpage
  - Contact Customer Support: (888) 641-8722
- Voluntary Netting

Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants

The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service contribution. A telecommunications company must have an FCC Form 499 Filer ID number in order to offset its Rural Health Care Program payments against its Federal universal service contribution. In order to obtain an FCC Form 499 Filer ID number, visit http://www.usac.org/cont/tools/forms/default.aspx and select FCC Form 499. You do not need an FCC Form 499 Filer ID in order to be issued a FCC Form 498 ID.

Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The default is "No."
Key Takeaways for Service Providers

• Telecom program:
  • Service providers may file an invoice once they have received an approval of the FCC Form 467, HCP Support Schedule (HSS), and credited the HCP’s account for the discounted services.

• HCF program:
  • The HCP submits the FCC Form 463 and the service provider confirms the information on the form
  • Invoicing is completed when both the HCP and service provider have certified and signed the FCC Form 463 and submitted it to USAC.

• Funds are disbursed to the service provider on the 6th and 21st of each month, barring weekends and holidays.

• The HCP and service provider must work together to ensure invoices are submitted to USAC prior to their invoice deadline.
  • Invoice deadline for single-year FY2022 FRNs is October 28, 2023 for FY2022 FRNs.
Questions?
RHC Program Resources
Service Provider Best Practices Webinar
Online Resources

- Service Providers
- RHC Learn
- Competitive Bidding Exemptions
- Telecom program - [Search Posted Services](#)
- HCF program – [Search Posted Services](#)
- Blank [FCC Form 462](#)
- Blank [FCC Form 466](#)
- Blank [FCC Form 463](#)
- Blank [FCC Form 467](#)
Help Desk Information

Email: RHC-Assist@usac.org

• Include in your email
  • HCP Number
  • FRN Number

Phone: (800) 453-1546

• Hours are 8 a.m. – 8 p.m. ET Monday - Friday
# The Help Desk

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<thead>
<tr>
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<tbody>
<tr>
<td>Answer general questions regarding both programs</td>
<td>Determine eligibility of a specific site or service before an official form submission</td>
</tr>
<tr>
<td>Provide account holder information for an HCP</td>
<td>Review a form or document for accuracy before an official submission</td>
</tr>
<tr>
<td>Provide clarity regarding FCC Report and Order 19-78</td>
<td>Contact a service provider or other account holder on someone else’s behalf</td>
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<tr>
<td>Provide helpful resources and best practices for forms</td>
<td>Provide documents that are not already accessible in My Portal</td>
</tr>
<tr>
<td>Assist with My Portal</td>
<td>Transfer a call to a specific form reviewer</td>
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Thank You!
Questions?