

# RHC Service Provider Training

Best Practices for FY2022

March 24, 2022



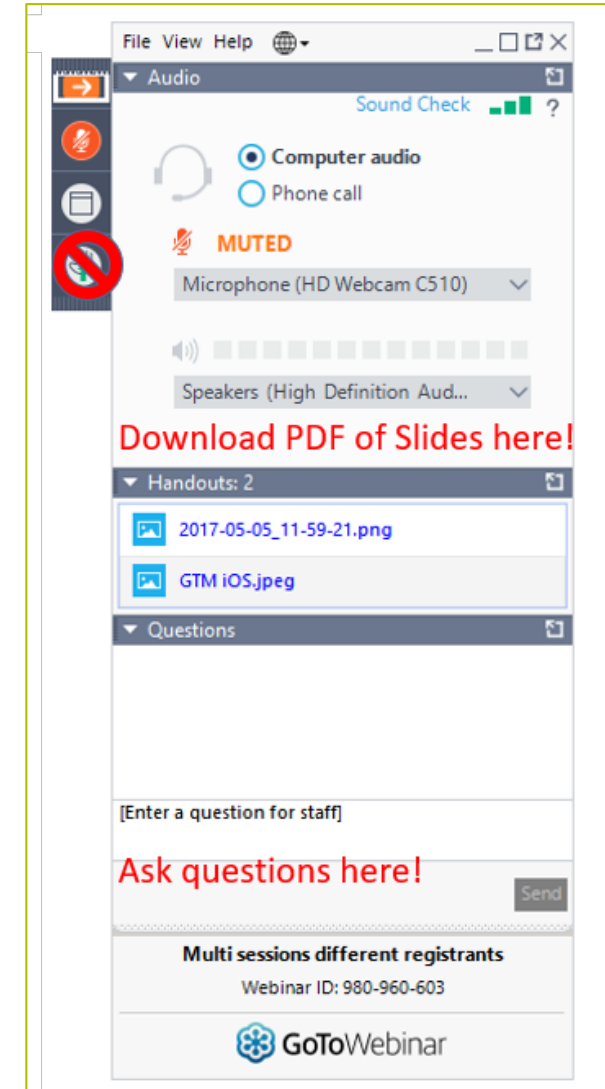
Universal Service  
Administrative Co.

## DISCLAIMER:

- To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

# Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
  - Turn on your computer’s speakers, or
  - Use the call-in instructions in your confirmation email
- 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**

Senior Communications Specialist |  
Rural Health Care



**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

Acronym	Meaning
<b>FCC</b>	Federal Communications Commission
<b>HCP</b>	Health Care Provider (the site receiving services)
<b>SP</b>	Telco company providing services (you)
<b>HCF program</b>	Healthcare Connect Fund program
<b>Telecom program</b>	Telecommunications program
<b>SPIN/498 ID</b>	Service Provider Identification Number
<b>ACSD</b>	Allowable Contract Selection Date
<b>FRN</b>	Funding Request Number
<b>FY</b>	Funding Year

# **Program Basics**

## Service Provider Best Practices Webinar



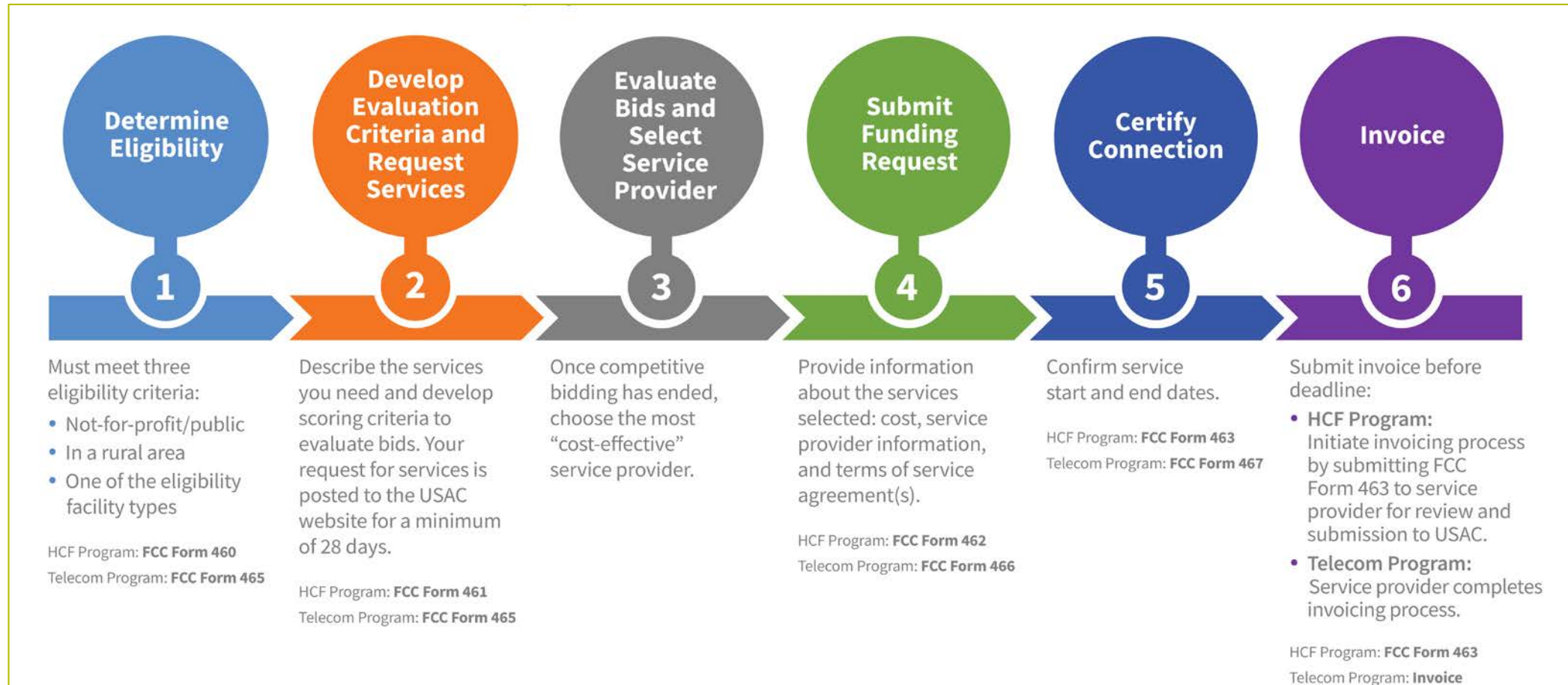
# Differences Between RHC Programs

- 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

HCF Program	Telecom Program
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.	Funds telecommunications services related to the use of telemedicine and telehealth.
Can be a multi-year request (up to three years). Funds telecommunications services related to the use of telemedicine and telehealth.	Single year funding requests for recurring telecommunications services.
Provides a flat 65% discount for eligible products and services.	Funds up to the difference between the urban and rural rates for the requested service
Requires that service providers validate and certify all data entered by the HCP on the FCC Form 463 (Invoicing).	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.

# Application Process



# 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

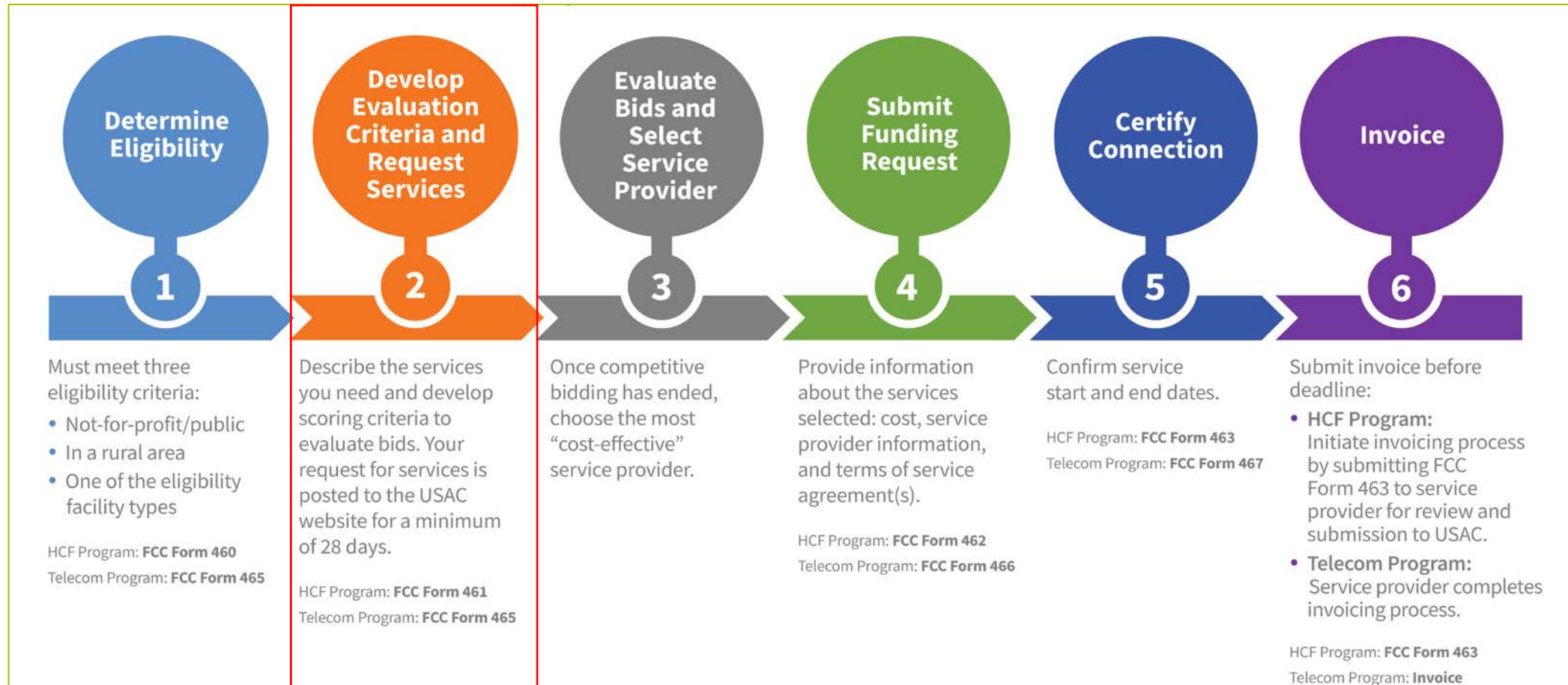
- Filing window deadline has been extended to 11:59 p.m. ET on June 1, 2022.
- Telecom program – Use of the Rates database to calculate discounts was waived for FY2022.
  - Method for determining rates is described in [Order DA 21-394](#).
- Applicants and service providers must ensure they are not requesting 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





# 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

## Additional Search Tools

[HCF Program & CCPP - Search Posted Services \\*](#) 


This tool allows service providers to view service request information posted by consortia and individual health care providers applying for funding through the Healthcare Connect Fund Program.

\*Connected Care Pilot Projects (CCPP) request for service postings can also be found under this tool.


[Telecom Program - Search Posted Services](#) 

This tool allows service providers to view service request information posted by consortia and individual health care providers applying for funding through the Telecom Program.

Funding Commitments Search  
- HCF Program (2013 and later)

To search funding commitment data for the HCF program, please use the [related tool](#)  on USAC's Open Data website.

Funding Commitments -  
Telecom Program (2012 and  
Later)

To search funding commitment data for the Telecom program, please use the [related tool](#)  on USAC's Open Data website. To access database information for funding commitments prior to FY2012 please [Contact Us](#).

Archived Funding  
Commitments - Telecom  
Program (2011 and Earlier)

To request archived RHC program database information for funding commitments prior to FY2012 please [Contact Us](#).

# 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 consortia applying for funding through the Healthcare Connect Fund (HCF) Program or the Connected Care Pilot Program.

Requests for services may include the following information:

- **Posting Start Date:** Date that the request for services is posted to this page
- **Posting End Date:** Date that the request for services posting will expire - applicants are required to post for a minimum of 28 days but may choose to post for a period exceeding 28 days
- **ACSD:** The Allowable Contract Selection Date (ACSD) is the date that the applicant can enter into a contract with the selected service provider
- **Other Documents:** Links to documents related to the request for services as submitted by the applicant, such as FCC Form 461, Request for Proposal (RFP), Network Plan

To search for requests for services, type the full or partial criteria in the appropriate box below.

The search results will show a summary of each HCP whose service request(s) match 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.

Fund Year:   
HCP Number:   
Category of Expense:

City:   
County:   
State:

Posting Start Date After:   
Posting End Date Before:   
Applicant Type:

Reset Search

Export Selected Export All

<input type="checkbox"/>		HCP#	HCP Name	Fund Year	Category of Expense Requested	Posting Start Date	ACSD
<input type="checkbox"/>	<a href="#">Details</a>	81576	Winchester Medical Center	2022	Leased/Tariffed Facilities or Services	03/07/2022	04/05/2022
<input type="checkbox"/>	<a href="#">Details</a>	12097	IHS-BEM Lac Courte Oreilles Community Health Center	2022	Leased/Tariffed Facilities or Services	03/07/2022	04/05/2022
<input type="checkbox"/>	<a href="#">Details</a>	12096	IHS-BEM Bizhiki Wellness Center	2022	Leased/Tariffed Facilities or Services	03/07/2022	04/05/2022
<input type="checkbox"/>	<a href="#">Details</a>	13113	Scheurer Hospital	2022	Leased/Tariffed Facilities or Services	03/04/2022	04/02/2022
<input type="checkbox"/>	<a href="#">Details</a>	104334	Jonesville Medical Clinic	2022	Network Equipment, Leased/Tariffed Facilities or Services	03/04/2022	04/02/2022
<input type="checkbox"/>	<a href="#">Details</a>	44229	Telemedicine in Community Health Alliance	2022	Network Equipment, Leased/Tariffed Facilities or Services, Network Design	03/03/2022	04/01/2022

# 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

22 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).

Criteria	Weight
a. Cost	25
b. Technical Support	15
c. Prior experience, including past performance	15
d. Reliability of Service	20
e. Other (Single Point of Contact)	25

# 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.

April 2022						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Posted	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29 ACSD	30

# 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)

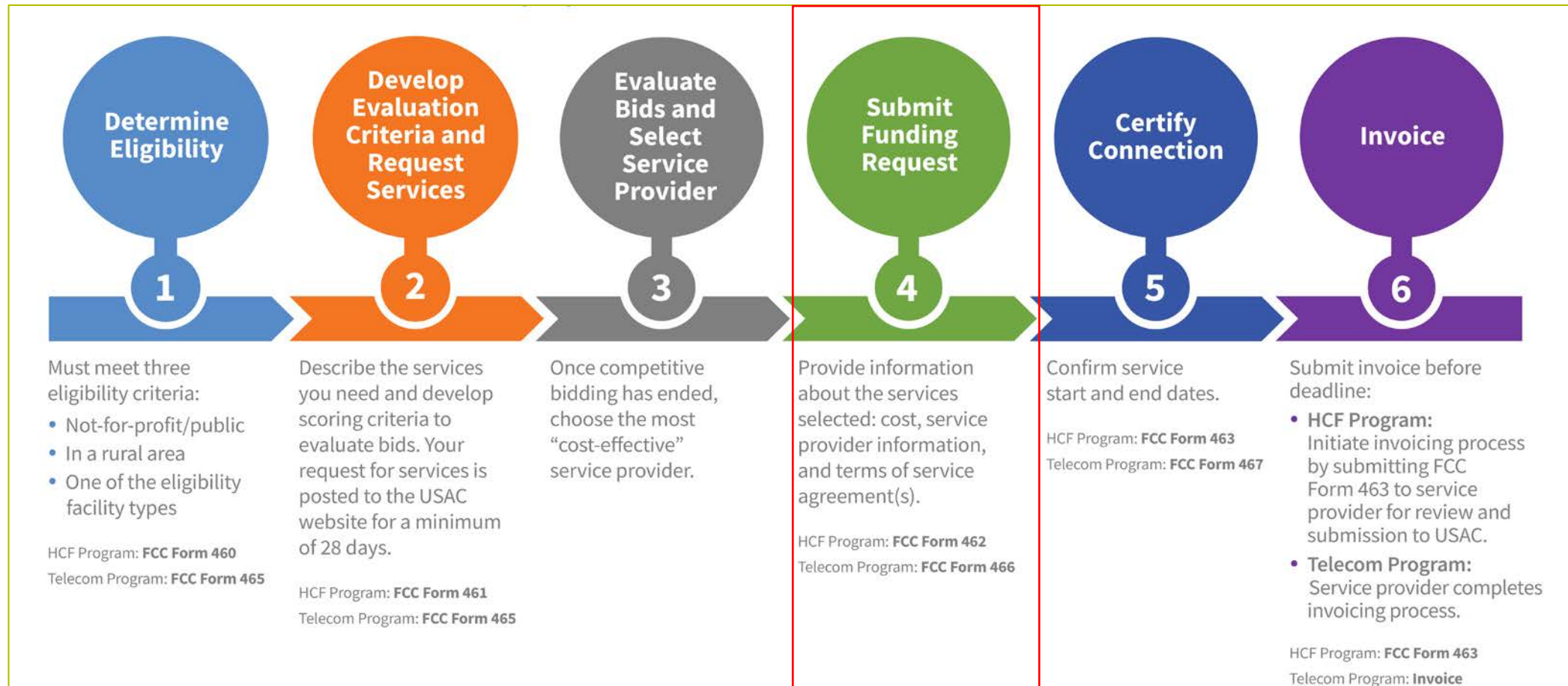
- The HCP and service provider may not enter into an agreement to purchase services until after 28 days from the date the FCC Form 461/465 is posted on USAC's website.
  - After the 28 day period ends, the HCP and the selected service provider may sign a contract.
- All bid correspondence and supporting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





# 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

**Block 6: Comprehensive Rate Comparison Request**

The information in this block will establish the difference between the urban and rural rates for your requested service. For more information please see this [tips page](#).

**Method for determining the rural rate** (highlighted) Select !

**Monthly Rural rate (excluding taxes & fees)** (highlighted) \$  !

Monthly Taxes & Fees \$  (optional)

Total Monthly Rural Rate \$  !

Attach documentation to support the monthly rural rate. + Upload... !

Line 39: One-time Urban Rate Charge (in selected large city) \$  0

Upload ONLY One-time Urban Charges Documentation. Do not upload documentation for other line items here. + Upload...

Line 40: One-time Rural Rate Charge (in city where HCP is located) \$  0

Upload ONLY One-time Rural Charges Documentation. Do not upload documentation for other line items here. + Upload...

**Line 41: Monthly Urban Rate (in selected Large City)** (highlighted)

**Method for determining the urban rate** (highlighted) Select !

**Monthly Urban Rate (excluding taxes & fees)** (highlighted) \$  !

Monthly Taxes & Fees \$  (optional)

Total Monthly Urban Rate \$  !

Attach documentation to support the monthly urban rate. + Upload... !

You must complete all required information on the "Service Information" tab before determining monthly 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](#).

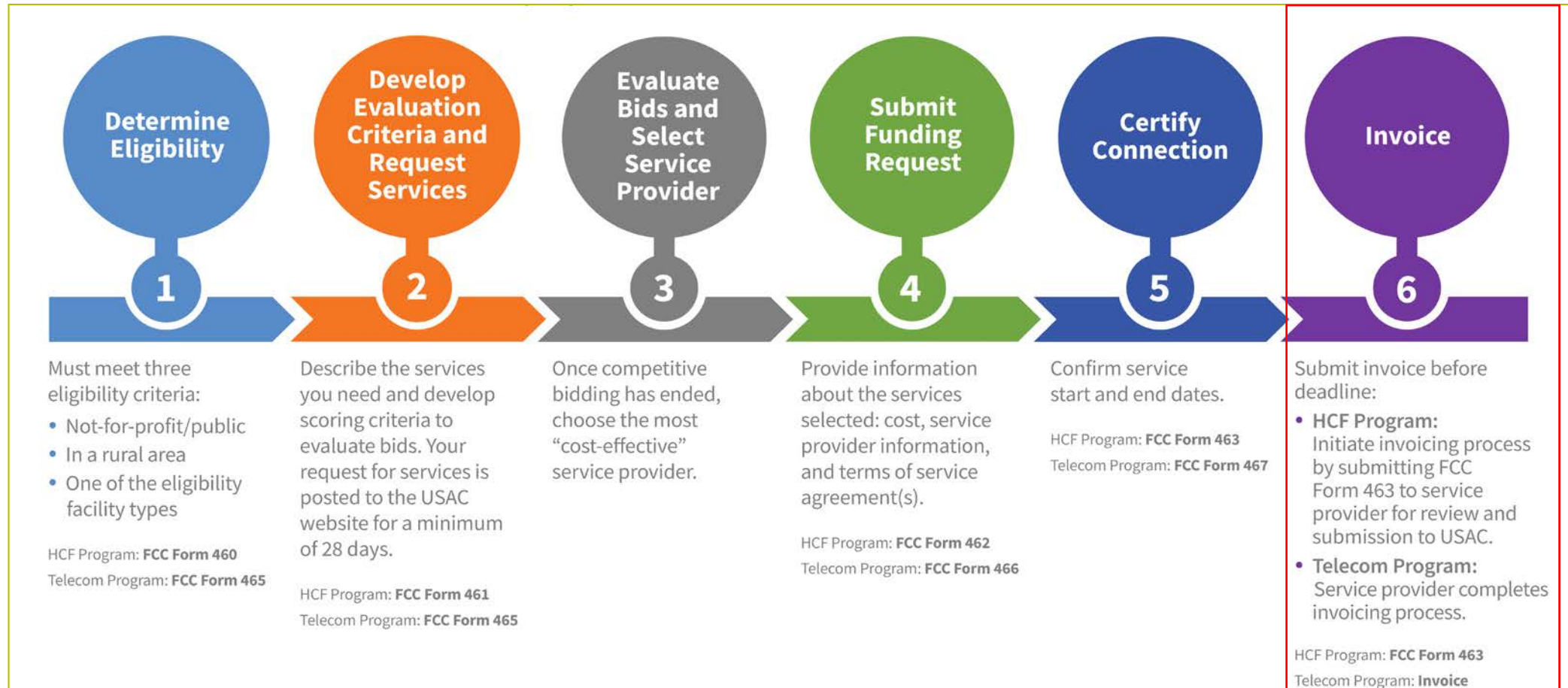


# Questions?

# **Invoicing and Disbursement**

## Service Providers Best Practices Webinar

# Application Process




# 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



**Universal Service  
Administrative Co.**

User: [redacted] | [Logout](#)  
 SPIN/498 ID: [redacted]  
 SP Name: / [redacted]

**RURAL HEALTH CARE**
[Contact RHC](#) | [About My Portal](#)







**My Invoices** is where you will find all electronically drafted (but not submitted) and all submitted invoices associated with a SPIN/498 ID, sorted by calendar year. Invoices are stored by:

- SP Invoice #
- Last Edited By
- Last Edited Date
- Status of Invoices
- Date Invoice is Processed

**MY INVOICES**
MY \$
 MY DOCUMENTS
 MY SPINS

New FCC Invoice

2013 - Calendar Year
 2014 - Calendar Year
 2015 - Calendar Year
 2016 - Calendar Year
 2017 - Calendar Year
 2018 - Calendar Year
 2019 - Calendar Year
 2020 - Calendar Year
 2021 - Calendar Year

SP Invoice #	Last Edited By	Last Edited Date	Status	Date Processed	Invoice Status Report
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	
[redacted]	USAC	[redacted]	Approved	[redacted]	

# Telecom Program – Invoicing video

The screenshot shows a video player interface with a yellow border. At the top, there are two video thumbnails: 'Practices' (59:45 minutes) and 'Service Submission' (10:18 minutes). Below these, the main section is titled 'Invoicing'. It contains two video thumbnails: 'HCF Program Invoicing Best Practices' (45:48 minutes) and 'Telecom Program: Submitting Invoices for' (6:21 minutes). The 'Telecom Program: Submitting Invoices for' video is highlighted with a red border. Below the 'Invoicing' section, there is a 'More Topics' section with three video thumbnails: 'What's Next', 'PCE Order 15-05 Overview', and 'PCE Order 15-05 Overview'.

Practices  
59:45 minutes

Service Submission  
10:18 minutes

## Invoicing

Select HCP and FBR to Invoice

HCF Program Invoicing Best Practices  
45:48 minutes

Telecom Program: Submitting Invoices for  
6:21 minutes

## More Topics

What's Next

PCE Order 15-05 Overview

[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

Service Provider Review

USAC Review

HCP Review

My \$

My SPINs/498 IDs

My \$ shows the financial lifecycle for all FRNs associated with a SPIN/498 ID from funding commitment through to invoice disbursement.

Use the column headings to sort or filter information by FRN, HCP Number, HCP Name, service delivery deadline, or invoice deadline. The Funding Commitment Letter (FCL) or Network Cost Worksheet are available in the "Download" column.

- Committed \$: Funds approved for estimated support based on an approved FCC Form 462, and issued through a Funding Commitment Letter.
- Approved Invoiced \$: Funds approved for payment by USAC based on an approved FCC Form 463.

FRN	HCP Number	HCP Name	Committed \$	Approved Invoiced \$	Service Delivery Deadline	Invoice Deadline	Download
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/31/2022	
			\$	\$		12/23/2022	
			\$	\$		12/13/2022	
			\$	\$		11/26/2022	
			\$	\$		11/22/2022	
			\$	\$		11/22/2022	

# RHC Connect – HCF Program

The screenshot shows the RHC Connect dashboard. At the top, there is a blue navigation bar with a 'DASHBOARD' button (highlighted with a red box), a 'MANAGE USERS' button, a user profile icon, and the 'Universal Service Administrative Co.' logo. Below the navigation bar is a large banner image of a healthcare worker wearing a headset and holding a tablet, with the text 'RHC Connect' overlaid. The main content area features a circular clock showing '11:49' and 'Feb 2, 2022'. To the right of the clock are three buttons: 'My Funding', 'My Form 463s', and 'My SPINs' (highlighted with a red box). Below these buttons is a search bar with the placeholder text 'Search for a Commitment' and a 'SEARCH' button. A table is displayed below the search bar, with its header row highlighted by a red box. The table has the following columns: SPIN, SPIN Name, Site Name, Site Number, Commitment Amt, Invoiced Amt, Service Delivery Deadline, and Invoice Deadline. The table contains several rows of data, which are partially obscured by a grid of icons on the right side. At the bottom left, there is a copyright notice: '© 2022 Universal Service Administrative Co. All rights reserved.' At the bottom right, there is a link to 'Privacy Policies'.

DASHBOARD

MANAGE USERS

Universal Service Administrative Co.

RHC Connect

11:49  
Feb 2, 2022

My Funding

My Form 463s

My SPINs

Search for a Commitment

SEARCH

SPIN	SPIN Name	Site Name	Site Number	Commitment Amt	Invoiced Amt	Service Delivery Deadline	Invoice Deadline


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Privacy Policies

# RHC Connect – HCF Program (continued)

DASHBOARD

Universal Service Administrative Co.



## RHC Connect

Summary

Applications

[Go back to My SPINs](#)

Organization Details

Site Name

Site Number

FCC Registration Number

Physical Address

Entity Type

HCP Type

Priority Level

State

Individual Hospital

Clinic

6

TX

Account Holders

Name	Role	Email	Telephone
	Primary		
	Secondary		
	Secondary		
	Consultant		
	Secondary		

< 1 - 5 of 7 >

# RHC Connect – HCF Program (continued)

The screenshot displays the RHC Connect dashboard. At the top, there is a blue header bar with a 'DASHBOARD' label on the left and a user profile icon on the right, labeled 'Universal Service Administrative Co.'. Below the header is a large banner image of a woman in a white lab coat wearing a headset, holding a tablet. The text 'RHC Connect' is overlaid on the bottom left of the banner. Below the banner, there are two tabs: 'Summary' and 'Applications', with 'Applications' being the active tab. A link '< Go back to My SPINs' is located below the tabs. The main content area is titled 'Applications' and contains a table with the following columns: Funding Year, Application Number, Form Type, Status, Site Number, and Site Name. The table lists four applications, all with a funding year of 2022, form type of 462, and status of Submitted. The footer of the page includes the copyright notice '© 2021 Universal Service Administrative Co. All rights reserved.' and a link to 'Privacy Policies'.

DASHBOARD

Universal Service Administrative Co.

RHC Connect

Summary | Applications

< Go back to My SPINs

Applications

Funding Year	Application Number	Form Type	Status	Site Number	Site Name
2022		462	Submitted		
2022		462	Submitted		
2022		462	Submitted		
2022		462	Submitted		

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[Privacy Policies](#)

# 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

Submit Consortia Annual Report

What is Consortium? ▾

< Step 5

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.

Additional Resources

[Invoicing Video Series – Individual HCPs](#)

[Invoicing Video Series – Consortia](#)



# 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](mailto: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](mailto:rhcadmin@usac.org) to account holders after USAC review and approval.

# Disbursement Process

- HCP and service provider receive email notification from [rhcadmin@usac.org](mailto: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

<p><b>Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants</b></p> <p style="text-align: right;"><i>See Instruction Section III.O</i></p> <p>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 <a href="http://www.usac.org/cont/tools/forms/default.aspx">http://www.usac.org/cont/tools/forms/default.aspx</a> 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.</p> <p>91 <input type="checkbox"/> 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."</p>
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# 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](mailto: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

<b>The Help Desk CAN</b>	<b>The Help Desk CANNOT</b>
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Report and Order 19-78	Contact a service provider or other account holder on someone else's behalf
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal
Assist with My Portal	Transfer a call to a specific form reviewer

**Thank You!**



**Universal Service**  
Administrative Co.



# Questions?