



RHC Service Provider Training

Best Practices for Funding Year(FY) 2024

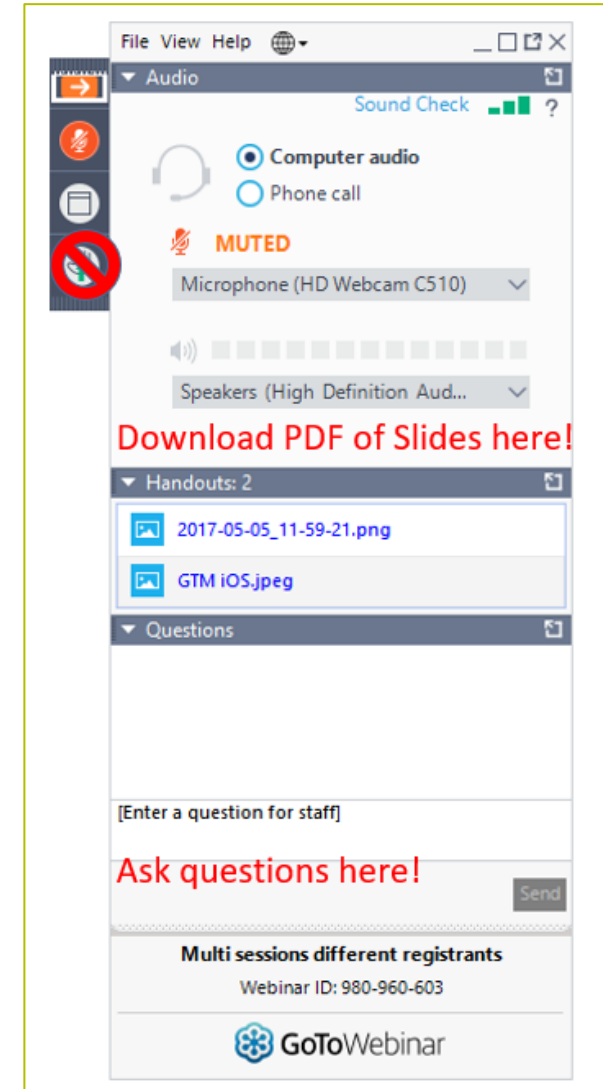
March 27, 2024

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 - Turn on your computer’s speakers, or
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- Slides attached to GoToWebinar Panel and will be posted with the recording to the [Webinars](#) webpage



Meet Our Team



Simone Andrews

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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 FY2024*
- *Understand competitive bidding requirements*
- *Understand invoicing and disbursement processes*
- *Understand best practices for service providers*

Program Glossary

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

Program Basics

Service Provider Best Practices for FY2024

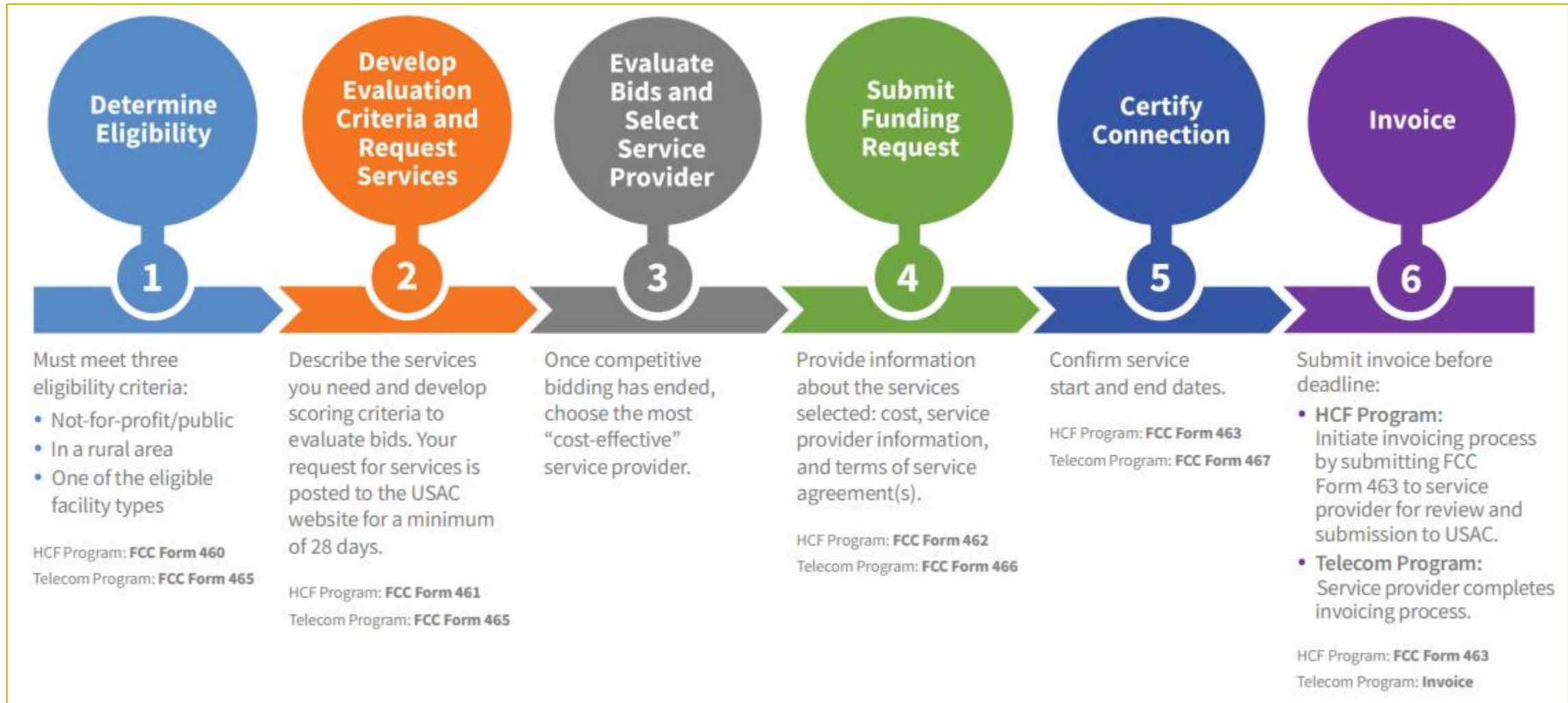
Differences Between RHC Programs

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

RHC Program Application Process



Telecom Program – FCC Forms

- 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, a 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 – FCC Forms

- FCC Form 460 (Eligibility):
 - Determine-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 for FY2024

FCC Order DA 24-214

- On March 7, 2024, the FCC released [Order DA 24-214](#) extending the deadline for the FY2024 application filing window to May 1, 2024.
- This means all funding requests (FCC Forms 462 or 466) must be submitted no later than 11:59 p.m. ET on May 1, 2024.

FCC 23-110 Third Report and Order

- On December 14, 2023, the FCC released Order [FCC 23-110](#). This order improves RHC Program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes. Changes to RHC Program rules are as follows:
 - Permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination (Prior to July 1, 2024, for purposes of competitive bidding FY2025).
 - Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline (Beginning in FY2023).
 - Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecommunications (Telecom) Program (Beginning in FY2025).
 - Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment (Beginning in FY2024).
 - Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determination every time they engage in competitive bidding.
 - Establishes a deadline of July 1, 2024, for health care providers to claim undisbursed funding commitments that do not currently have an applicable invoice filing deadline from FY2019 and prior years.

FCC Order DA 23-6

- On January 26, 2023, the FCC released Order DA 23-6, waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.

Reminder: FCC Report and Order 19-78

- [FCC Report and Order 19-78](#) webpage summarizes the Report and Order's major changes and includes the following resources:
 - [FCC Report and Order 19-78](#)
 - [Public Notice DA 19-1253](#)
 - [FCC Report and Order 19-78 Tip Sheet](#)
 - Webinar [recording](#) and [slides](#)

Additional Program Guidance

- COVID-19 Response
- FCC Report and Order 19-78**
- Funding Year Overview
- Authorizations ▾
- Competitive Bidding Exemptions ▾
- Site and Service Substitutions
- Document Retention
- FCC Orders and Resources

FCC Report and Order 19-78

On August 20, 2019, the Federal Communications Commission (FCC) released a Report and Order reforming the Rural Health Care (RHC) Program to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse. The Report and Order was published in the Federal Register on October 11, 2019 and effective on November 12, 2019. Read the Report and Order [here](#).

While the Report and Order includes a number of changes to the RHC Program, the overall structure of the Program will remain the same. As before, the RHC Program will still have two sub-programs: the Healthcare Connect Fund (HCF) Program and the Telecom Program. Further, applicants will still be required to seek eligibility, submit requests for funding, requests for services, and invoicing forms.

Additional Resources

- [FCC Report and Order](#)
- [Report and Order 19-78 Tip Sheet](#)
- [Summary Webinar](#)
- [Webinar Slides](#)
- [Public Notice DA 19-1253](#)

FCC Report and Order 19-78 (continued)

- **Consultant Registration** – USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP’s organization.
- **Telecom Competitive Bidding Exemptions** – Telecom Program applicants can use every competitive bidding exemption applicable to the HCF Program, except the \$10k or less exemption.
- **Service Substitutions** – Telecom Program applicants will be allowed to submit service substitution requests.
 - HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.

Reminder: FCC Report and Order 19-78 (continued)

- **SPIN CHANGES**

- A corrective SPIN change is made when the SPIN associated with a Funding Request Number (FRN) is not correct. This occurs when:
 - The applicant or USAC made a data entry error,
 - SPIN has changed due to the merger of companies or the acquisition of one company by another; or
 - The applicant has not initiated the change (e.g., where the service provider declares bankruptcy).
- An operational SPIN change is a request to change the actual service provider associated with an FRN.
 - The change in service providers is the result of a deliberate decision by the applicant.
 - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform).

- **Site and Service Substitutions** – HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.

- This date can be found on the Funding Commitment Letter (FCL) for the FRN (FCC Form 466 Application)

Calculating Urban and Rural Rates – Telecom Program

- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.

Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) they will see two new supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the [Section 54.9](#) prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#).
- **FY2023 Applicants:** If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries in FY2023, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- **FY2024 Applicants:** As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.

Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top, there is a navigation menu with links for About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below the menu, the breadcrumb trail reads "USAC | About | Reports & Orders | Supply Chain". On the left side, there is a sidebar menu with links for Reports & Orders, Annual Report, FCC Filings, FCC Orders, and Supply Chain (which is highlighted). The main content area features a large heading "Supply Chain" and two paragraphs of text. The first paragraph discusses the FCC's actions to protect national security and the integrity of communications networks since November 2019, mentioning the Secure and Trusted Communications Networks Act of 2019 and providing a link to the FCC's actions. The second paragraph discusses the FCC's release of the Supply Chain First Report and Order in November 2019, which adopted a rule (47 CFR Section 54.9) prohibiting the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.

About ▾ E-rate ▾ Rural Health Care ▾ Lifeline ▾ High Cost ▾ Service Providers ▾

USAC | About | Reports & Orders | **Supply Chain**

Reports & Orders

Annual Report

FCC Filings

FCC Orders

Supply Chain

Supply Chain

Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#). The FCC's actions can be found at www.fcc.gov/supplychain.

In November 2019, the FCC released the [Supply Chain First Report and Order](#) adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.

Key Takeaways for Service Providers

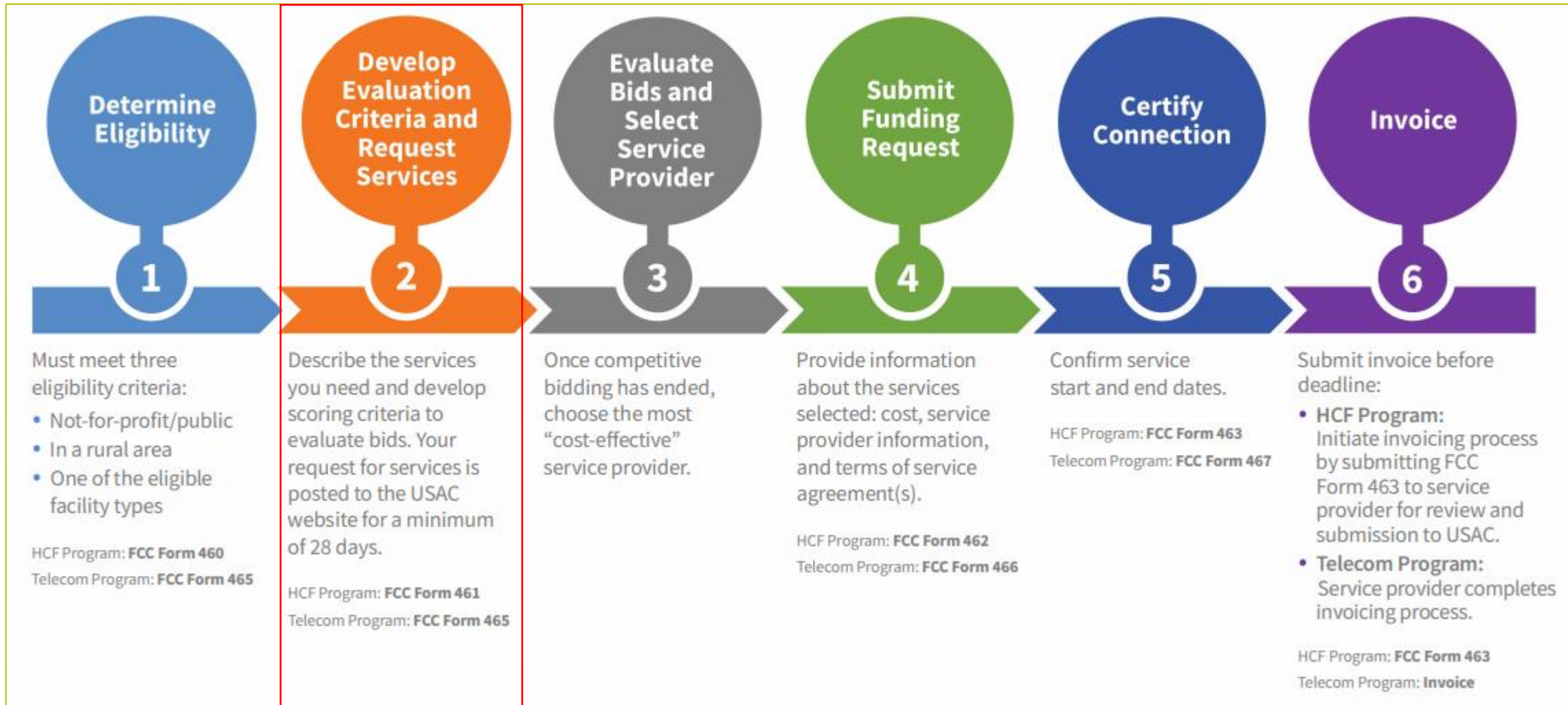
- Telecom program – Use of the Rates database to calculate discounts is waived for FY2024 and 2025.
 - Method for determining rates is described in [FCC Order 23-6](#).
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.
- Applicants and service providers must 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 for FY2024

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 it 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 Tool

- An enhanced [Search Posted Services](#) tool is now available.
- This tool, and the underlying [data set](#), have replaced the HCF [Search Posted Services tool](#) for Funding Year (FY) 2023 and forward.
- The [data set](#) contains data from the FCC Forms 461 and 465, i.e., services requested for current and past funding years.

Search Posted Services

- Click on “Tools” on the mega menu for Rural Health Care

The screenshot shows a website navigation menu with the following structure:

- About ▾
- E-Rate ▾
- Rural Health Care ▾** (highlighted with a red box)
- Lifeline ▾
- High Cost ▾
- Service Providers ▾




The 'Rural Health Care' mega menu is expanded and contains the following items:

- RHC Home
- Get Started
- Commitment Info
- Service Providers
- Healthcare Connect Fund Program**
- Determine Eligibility of Your Site
- Develop Evaluation Criteria & Select Services
- Evaluate Bids & Select Service Provider
- Submit Funding Requests
- Review Your Funding Commitment Letter (FCL)
- Invoice USAC
- What is a Consortium?
- Telecommunications Program
- Determine Eligibility of Your Site
- Prepare For Competitive Bidding & Request Services
- Evaluate Bids & Select Service Provider
- Submit Funding Requests
- Review Funding Commitment Letter (FCL)
- Invoice USAC
- Connected Care Pilot Program
- Additional Program Guidance**
- COVID-19 Response
- FCC Report and Order 19-78
- Funding Year Overview
- Authorizations
- Competitive Bidding Exemptions
- Site and Service Substitutions
- Document Retention
- FCC Orders and Resources
- Resources**
- Announcements
- Appeals & Audits
- Forms
- My Portal
- Sample Documents
- Tools** (highlighted with a red box)
- Learn
- Videos
- Webinars
- Newsletter
- FAQs
- Contact Us**


Search Posted Services (continued)

- Click “Requests for Services” under the Open Data section.

Open Data

| | |
|---|--|
| Funding Commitments  | Look up funding commitments (FCC Form 462 and 466) information for both the HCF and Telecom Programs. |
| Requests for Services  | Look up request for services (FCC Form 461 and 465) information for both the HCF and Telecom Program. Please keep in mind that this information is updated daily, so if your requests for services was approved today, it will appear in the Open Dataset tomorrow. |
| Request for Services Data Set  | The Request for Services data set is also available in the USAC Open Data Portal. In this data set you can view both HCF and Telecom program information for FCC Forms 461 and 465 for current and past funding years. Please note that the data set contains the previous day's data. |

Search Posted Services (continued)



Search Posted Services

[How to use this Feature >](#)



Filters Clear All
Funding Year Program HCP Number Application Number Site State Site County Site City Posting Start Date

Select... Select... Select... Select... Select... Select... Select... Select...

[More](#)

| Program | Application Number | HCP Number | HCP Name | Funding Year | Applicant Type | Request for Services | Posting Start Date | Posting End Date | Allowable Contract ... | Link to FCC Form PDF | RFP Submitted | RFP 1 | RFP 2 |
|---------|--------------------|------------|-------------------------|--------------|----------------|----------------------|--------------------|------------------|------------------------|---|---------------|---------------------------------------|-------|
| HCF | RHC46100001047 | 17224 | Indiana Telehealth N... | 2023 | CONSORTIUM | | 2022-11-07 | 2022-12-07 | 2022-12-08 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100000800 | 17264 | Utah Telehealth Net... | 2023 | CONSORTIUM | | 2022-10-10 | 2022-11-07 | 2022-11-08 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100000729 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | 1 | http://p... | |

Search Posted Services (continued)



Universal Service Administrative Co.

Search Posted Services

[How to use this Feature >](#)

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.

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 service 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 Documentation:** 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. The FCC Form 461, the RFP and any additional documents uploaded, by the applicant, can be accessed using the hyperlinks in the columns with their respective names.

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 on the corresponding row in the search results. All supporting documentation will be available for download on this expanded view.

Search Posted Services (continued)

- Apply filters to narrow search

The screenshot displays a search interface for posted services. A sidebar on the left, highlighted with a red box, contains a 'Filters' section with a 'Clear All' link and a 'Funding Year' dropdown menu. The dropdown is currently set to 'IS' and has a search input field with the placeholder 'Search all values'. Below the search field, a list of years is visible, including 2023, 2022, 2021, and 2020. The main content area shows a table of search results with columns for HCP Number, HCP Name, Funding Year, Applicant Type, Request for Services, Posting Start Date, Posting End Date, Allowable Contract, Link to FCC Form PDF, RFP Submitted, RFP 1, and RFP 2. Three rows of data are visible, all for the year 2023.

| HCP Number | HCP Name | Funding Year | Applicant Type | Request for Services | Posting Start Date | Posting End Date | Allowable Contract ... | Link to FCC Form PDF | RFP Submitted | RFP 1 | RFP 2 |
|------------|-------------------------|--------------|----------------|----------------------|--------------------|------------------|------------------------|---|---------------|---------------------------------------|-------|
| 17224 | Indiana Telehealth N... | 2023 | CONSORTIUM | | 2022-11-07 | 2022-12-07 | 2022-12-08 | http://publicdata.usa... | 1 | http://p... | |
| 17264 | Utah Telehealth Net... | 2023 | CONSORTIUM | | 2022-10-10 | 2022-11-07 | 2022-11-08 | http://publicdata.usa... | 1 | http://p... | |
| 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | 1 | http://p... | |

Search Posted Services (continued)

- Click on hyperlink to download a PDF copy of the FCC Form 461 or 465 and RFP

| Program | Application Number | HCP Number | HCP Name | Funding Year | Applicant Type | Request for Services | Posting Start Date | Posting End Date | Allowable Contract | Link to FCC Form PDF | RFP Submitted | RFP 1 | RFP 2 |
|---------|--------------------|------------|-------------------------|--------------|----------------|----------------------|--------------------|------------------|--------------------|---|---------------|---------------------------------------|-------|
| HCF | RHC46100001047 | 17224 | Indiana Telehealth N... | 2023 | CONSORTIUM | | 2022-11-07 | 2022-12-07 | 2022-12-08 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100000800 | 17264 | Utah Telehealth Net... | 2023 | CONSORTIUM | | 2022-10-10 | 2022-11-07 | 2022-11-08 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100000729 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100000730 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100000731 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100000732 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100000869 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-19 | 2022-11-16 | 2022-11-17 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100000871 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-19 | 2022-11-16 | 2022-11-17 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100001518 | 45560 | Northwest Hospital ... | 2023 | CONSORTIUM | | 2022-11-07 | 2022-12-05 | 2022-12-06 | http://publicdata.usa... | | http://p... | |
| HCF | RHC46100001160 | 49488 | Ballad Health | 2023 | CONSORTIUM | | 2022-11-07 | 2022-12-05 | 2022-12-06 | http://publicdata.usa... | | http://p... | |

Search Posted Services (continued)

- Click on arrow at the top right to download data in Excel
- Click hyperlinks on the bottom right to view more postings

| Program | Application Number | HCP Number | HCP Name | Funding Year | Applicant Type | Request for Services | Posting Start Date | Posting End Date | Allowable Contract ... | Link to FCC Form PDF | RFP Submitted | RFP 1 | RFP 2 |
|---------|--------------------|------------|-------------------------|--------------|----------------|----------------------|--------------------|------------------|------------------------|---|---------------|---------------------------------------|-------|
| HCF | RHC46100001047 | 17224 | Indiana Telehealth N... | 2023 | CONSORTIUM | | 2022-11-07 | 2022-12-07 | 2022-12-08 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100000800 | 17264 | Utah Telehealth Net... | 2023 | CONSORTIUM | | 2022-10-10 | 2022-11-07 | 2022-11-08 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100000729 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100000730 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100000731 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100000732 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-05 | 2022-11-02 | 2022-11-03 | http://publicdata.usa... | 1 | http://p... | |
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| HCF | RHC46100000871 | 17212 | CHA Broadband Serv... | 2023 | CONSORTIUM | | 2022-10-19 | 2022-11-16 | 2022-11-17 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100001518 | 45560 | Northwest Hospital ... | 2023 | CONSORTIUM | | 2022-11-07 | 2022-12-05 | 2022-12-06 | http://publicdata.usa... | 1 | http://p... | |
| HCF | RHC46100001160 | 49488 | Ballad Health | 2023 | CONSORTIUM | | 2022-11-07 | 2022-12-05 | 2022-12-06 | http://publicdata.usa... | 1 | http://p... | |

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 cannot 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.

September 2023

| 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 that 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 that are requesting support using contracts previously approved by USAC (MSA under the RHC Pilot Program or the HCF Program);
- Applicants that 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 that 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); and
 - 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)

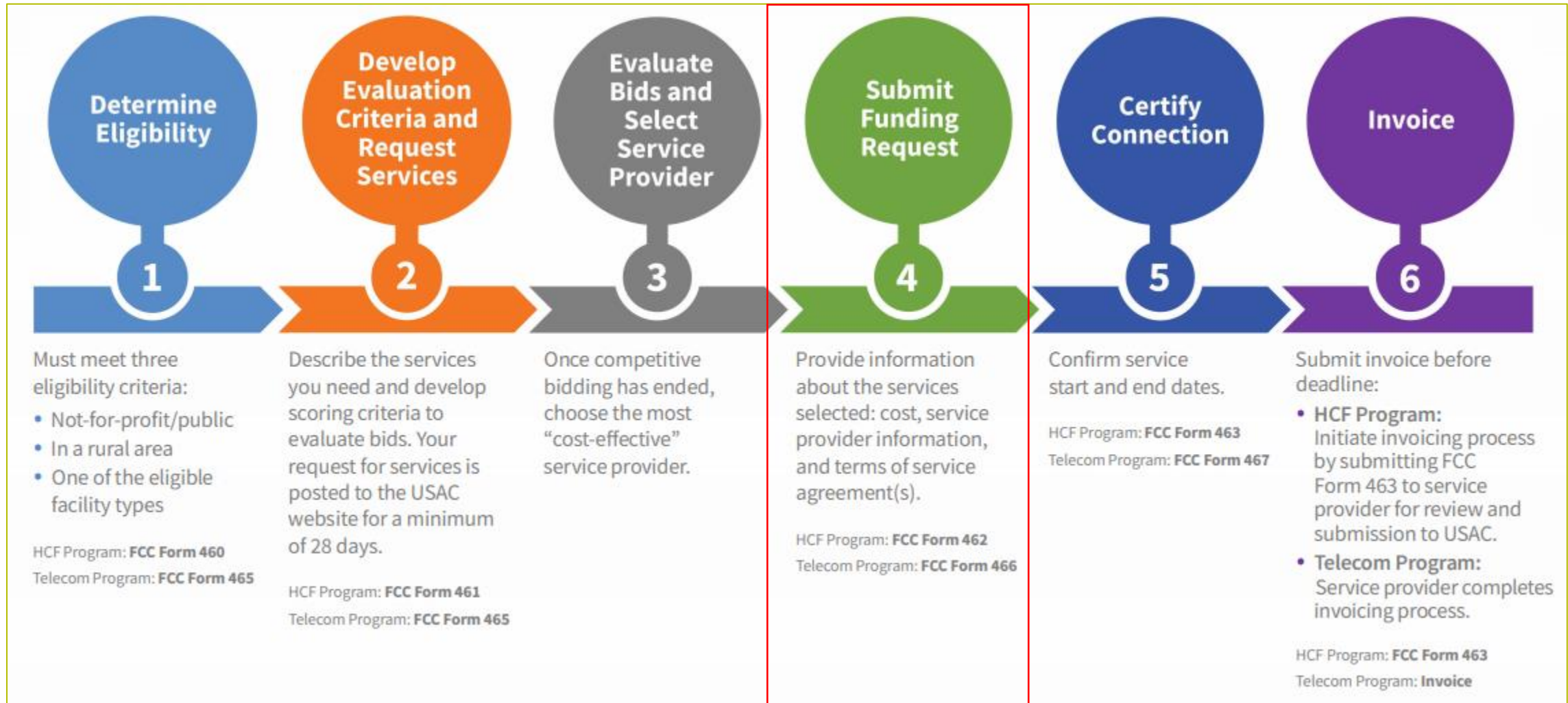
- The HCP and service provider may not enter into an agreement to purchase services until after 28 days from the date the FCC Form 461/465 is posted on USAC's website.
 - After the 28-day period ends, the HCP and the selected service provider may sign a contract.
- All bid correspondence and supporting 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 for FY2024

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 FY2024 filing window opened on December 1, 2023, and ends on May 1, 2024, at 11:59 p.m. ET.

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 22-580](#) allows the use of the most recently-approved urban rate within the past five 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

- Applicant enters method used to determine Rural and Urban rates.
- Applicant enters calculated rural rate.
- Applicant uploads documentation to support rates entered into the fields.

The screenshot displays the 'Rates' section of the FCC Form 466 application. The form is titled 'Comprehensive Rate Comparison Request' and is for form RHC20240000130. It is divided into two columns: 'Rural' and 'Urban'. Each column contains a dropdown menu for the 'Method for determining the rate', input fields for 'Monthly rate (excluding taxes and fees)', 'Monthly taxes and fees (optional)', and 'Total Monthly rate'. Below these fields are upload buttons for 'Attach Documentation to Support the Monthly Rural Rate' and 'Attach Documentation to Support the Monthly Urban Rate'. The 'Rural' column shows a total monthly rate of \$1,130.00, and the 'Urban' column shows a total monthly rate of \$165.00. The form includes a 'BACK' button, an 'EXIT' button, and a 'SAVE & CONTINUE' button.

| Rural | Urban |
|---|---|
| Method for determining the Rural Rate Method 2 | Method for determining the Urban Rate RHC open data |
| Monthly Rural Rate (excluding taxes and fees) \$1,130.00 | Monthly Urban Rate (excluding taxes and fees) \$150.00 |
| Monthly taxes and fees (optional) \$0.00 | Monthly taxes and fees (optional) \$15.00 |
| Total Monthly Rural Rate \$1,130.00 | Total Monthly Urban Rate \$165.00 |
| Attach Documentation to Support the Monthly Rural Rate UAT FCC Form 466 Review DOCK - 411.29 KB | Attach Documentation to Support the Monthly Urban Rate UAT FCC Form 466 Review DOCK - 411.29 KB |

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 My Portal and RHC Connect; or
 - Via email from an RHC reviewer.
- 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

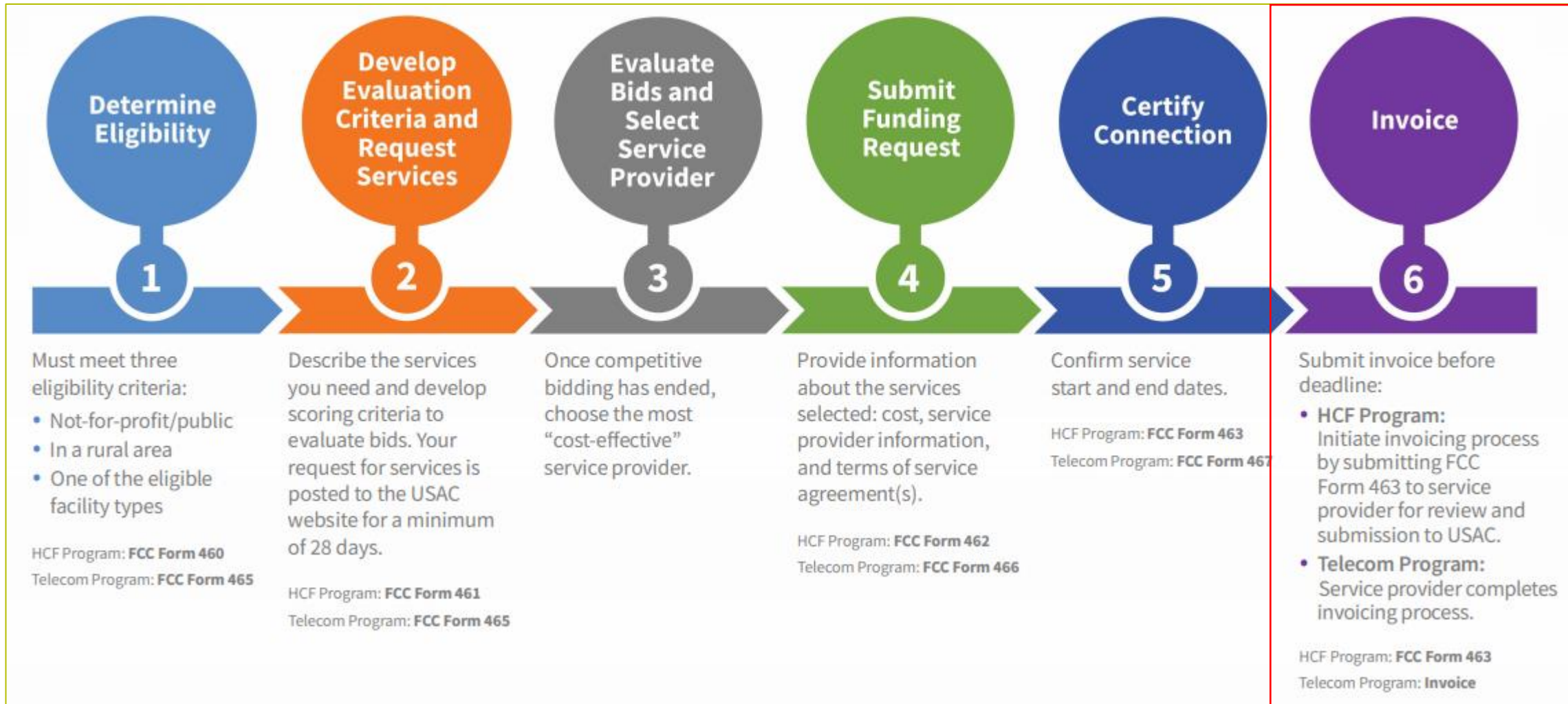
- Once you are selected to provide services, work closely with the HCP to provide information needed to submit accurate information to USAC.
- Applicants have 14 calendar days to respond to Information Requests.
- All information on approved funding requests will be used for invoicing.
- All documentation 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 23-6](#).

Questions?

Invoicing and Disbursement

Service Providers Best Practices for FY2024

Application Process



Reminder: Invoicing Deadlines

- Invoicing guidelines adopted in FCC [Report and Order 19-78](#) became effective beginning with FY2020 applicants. The invoice filing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs, which is normally October 28 of the funding year.
- Please use the [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); and
 - 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.
- The invoice filing 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 FY2023 Telecom FRNs have an invoice filing deadline of **October 28, 2024**.
- All FY2024 Telecom FRNs have an invoice filing deadline of **October 28, 2025**.

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.
- The HCP initiates the invoicing process after it receives 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 **invoice filing 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: FCC Forms 463 for FRNs prior to FY2022 will continue to be submitted in My Portal. Starting with FY2022, FCC Forms 463 will be submitted in RHC Connect.

RHC Connect for Service Providers - Reminders

- The General Contact on the FCC Form 498 is the only user for the company who can create additional logins for other users.
- If you have trouble accessing RHC Connect, it may be a result of outdated information on the FCC Form 498 (Service Provider and Billed Entity Identification Number and General Contact Information Form). To correct the issue, please update your [FCC Form 498](#) as soon as possible.
- You may need to update your Unique Entity Identifier (UEI) on the [SAM.GOV](#) webpage.
- A [user guide for the FCC Form 463](#) specifically for service providers is available on the [Step 5: Invoice USAC](#) webpage in the RHC service provider section of the USAC website.

RHC Connect – HCF Program



Sign Out

tanisha.reed@cox.com

Dashboard

i In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

12/16 2022 November 499-Q Revision Deadline

12/31 2022 CAF BLS Form 507 Line Counts Due (Optional)

12/31 2022 CAF BLS Form 509 Actual Data Due

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Schools and Libraries

Service Providers

USAC Customer Service Portal

Help?

Send us a message [Click here](#)

Call us (888) 641-8722

RHC Connect – HCF Program (continued)

- Click on “Telecom Invoice” to submit all Telecom program invoices.
- Click on “My Portal FCC Form 463” to submit FCC Forms 463 for HCF for FY2021 and earlier and for CCPP.
- Click on RHC Connect to submit FCC Forms 463 for HCF for FY2022 and later.

High Cost



Lifeline



Rural Health Care



Telecom Invoice - Service Providers must use this page to submit and manage invoices in the Telecommunications Program.

My Portal FCC Form 463 - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2021 and earlier, and the Connected Care Pilot Program (CCPP).

RHC Connect - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2022 and later

RHC Connect – User Management

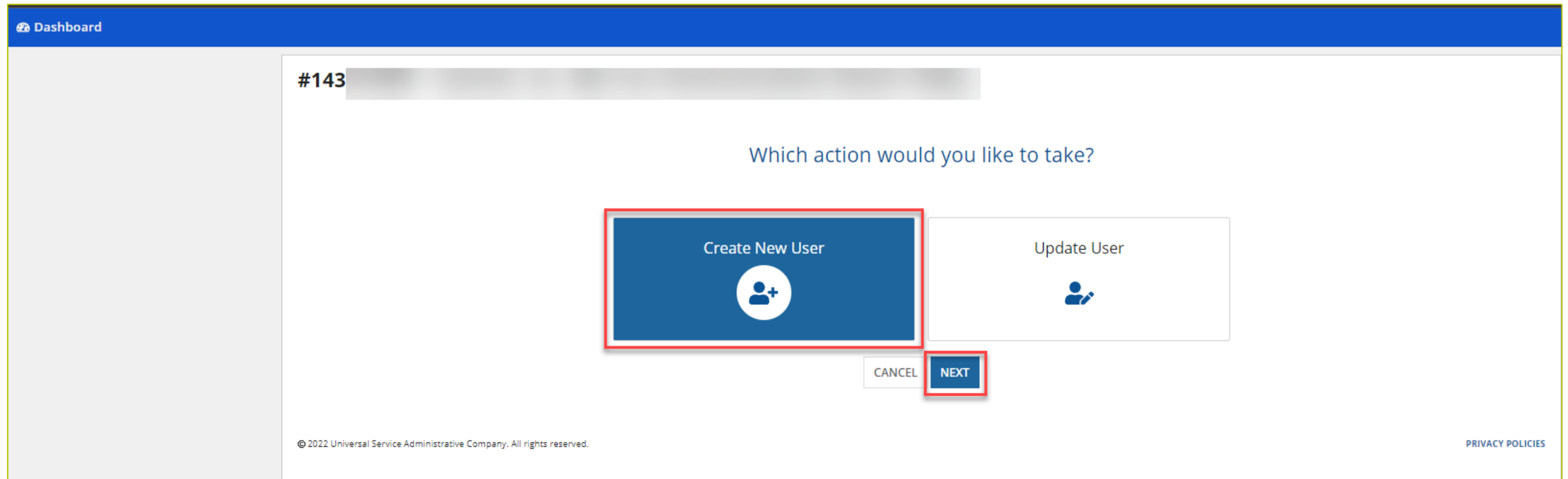
- Go to “My SPINs” tab.
- Click on “Manage Users” icon under “Actions” column.

The screenshot displays the RHC Connect user interface. At the top, a navigation bar includes 'My Funding', 'My Invoices', and 'My SPINs', with the latter highlighted in blue and enclosed in a red box. Below this is a search bar for SPINs and a table with columns for SPIN, Service Provider Name, State, and Actions. The table contains several rows of data, with the 'Service Provider Name' column blurred. A circular clock widget on the left shows the time as 14:25 on Nov 18 2022. In the bottom right corner of the table area, a small icon representing 'Manage Users' is highlighted with a red box. The page footer indicates '1 - 10 of 41' items.

| SPIN | Service Provider Name | State | Actions |
|------|-----------------------|-------|---------|
| 143 | | | |
| 143 | | | |
| 143 | | | |
| 143 | | | |
| 143 | | | |
| 143 | | | |
| 143 | | | |
| 143 | | | |
| 143 | | | |
| 143 | | | |

RHC Connect – User Management (continued)

- Click “Create New User” then click “Next.”



The screenshot displays the RHC Connect user management interface. At the top left, a blue header bar contains the text "Dashboard". Below this, a grey sidebar is partially visible. The main content area features a blurred header with "#143" and a question: "Which action would you like to take?". Two large buttons are presented: a blue "Create New User" button with a person icon and a plus sign, and a white "Update User" button with a person icon and a pencil. Below these buttons are two smaller buttons: a white "CANCEL" button and a blue "NEXT" button. The "NEXT" button is highlighted with a red border. At the bottom left, there is a copyright notice: "© 2022 Universal Service Administrative Company. All rights reserved." At the bottom right, there is a link for "PRIVACY POLICIES".

RHC Connect – User Management (continued)

- New user account must be created in E-File before added to RHC Connect.

#143

Create User

User Information

First Name*
Joe

Middle Initial (Optional)

Last Name*
Smith

Email Address*
joe.smith@service.provider.com

Must enter a valid entry.

Confirm Email Address*
joe.smith@service.provider.com

[Email address] entered here will be used as the username for the new account.

⚠ The Username 'joe.smith@service.provider.com' cannot be found in Okta. Please check that the username is entered correctly. If you haven't created an account for this user in E-file yet, please do so before creating the RHC account.

Search SEARCH CLEAR

| Available | |
|--------------------------|------|
| <input type="checkbox"/> | Name |
| <input type="checkbox"/> | SPIN |
| <input type="checkbox"/> | 143 |
| <input type="checkbox"/> | 143 |
| <input type="checkbox"/> | 143 |
| <input type="checkbox"/> | 143 |

+ Add SPIN(s)

| Selected | |
|--------------------------|------|
| <input type="checkbox"/> | Name |
| No items available | |

Remove SPIN(s)

PREVIOUS CANCEL CONTINUE

RHC Connect – User Management (continued)

- Click boxes beside available SPINs.
- Click “Add SPIN(s).”

#143

Create User

User Information

First Name *

Middle Initial (Optional)

Last Name *

Email Address *

Confirm Email Address *

(Email address) entered here will be used as the username for the new account.

Search

Available

| <input checked="" type="checkbox"/> | SPIN | Name |
|-------------------------------------|------|------|
| <input checked="" type="checkbox"/> | 143 | |
| <input checked="" type="checkbox"/> | 143 | |
| <input checked="" type="checkbox"/> | 143 | |
| <input checked="" type="checkbox"/> | 143 | |
| <input checked="" type="checkbox"/> | 143 | |

+ Add SPIN(s)

Selected

| <input type="checkbox"/> | SPIN | Name |
|--------------------------|------|------|
| No items available | | |

Remove SPIN(s)

PREVIOUS CANCEL CONTINUE

RHC Connect – User Management (continued)

#143

Create User

User Information

First Name *

Middle Initial (Optional)

Last Name *

Email Address *

Confirm Email Address *

[Email address] entered here will be used as the username for the new account.

Search

Available

| <input type="checkbox"/> | SPIN | ↑ | Name |
|--------------------------|------|---|------|
| No items available | | | |

[+ Add SPIN\(s\)](#)

Selected

| <input type="checkbox"/> | SPIN | ↑ | Name |
|--------------------------|------|---|------|
| <input type="checkbox"/> | 143 | | |
| <input type="checkbox"/> | 143 | | |
| <input type="checkbox"/> | 143 | | |
| <input type="checkbox"/> | 143 | | |

[- Remove SPIN\(s\)](#)

RHC Connect – User Management (continued)

- Confirm information entered and selected SPINs are correct.
- Click “Save.”

#143 [REDACTED]

Confirmation

User Information

First Name
[REDACTED]

Middle Initial (Optional)
[REDACTED]

Last Name
[REDACTED]

Email Address
[REDACTED]

Selected

| SPIN | Name |
|------|------------|
| 143 | [REDACTED] |
| 143 | [REDACTED] |
| 143 | [REDACTED] |
| 143 | [REDACTED] |

PREVIOUS CANCEL SAVE

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RHC Connect – My Funding

Dashboard

RHC Connect

My Funding | My Invoices | My SPINs

Search for a Commitment SEARCH

| SPIN | SPIN Name | Site Name | Site Number | Application Number | Commitment Amount | Approved Invoiced Amount | Service Delivery Deadline | Invoice Deadline | |
|------|-----------|-----------|-------------|--------------------|-------------------|--------------------------|---------------------------|------------------|---------|
| | | | | | | | 6/30/2025 | 10/28/2026 | [Icons] |
| | | | | | | | 6/30/2023 | 10/28/2025 | [Icons] |
| | | | | | | | 6/30/2025 | 10/28/2025 | [Icons] |
| | | | | | | | 6/30/2025 | 10/28/2025 | [Icons] |
| | | | | | | | 6/30/2025 | 10/28/2025 | [Icons] |
| | | | | | | | 6/30/2025 | 10/28/2025 | [Icons] |
| | | | | | | | 6/30/2025 | 10/28/2025 | [Icons] |
| | | | | | | | 6/30/2025 | 10/28/2025 | [Icons] |
| | | | | | | | 6/30/2025 | 10/28/2025 | [Icons] |
| | | | | | | | 6/30/2025 | 10/28/2025 | [Icons] |

17:08
Nov 18 2022

1 - 10 of 79

RHC Connect – My Invoices

RHC Connect

My Funding | **My Invoices** | My SPINs

My Form 463s

Search Form 463s SEARCH STATUS | Any

| Invoice Number | Site Name | Site Number | Form 462 | Invoice Deadline | Status | Actions |
|----------------|-----------|-------------|----------|------------------|-----------|---------|
| | | | | 10/28/2025 | Submitted | |
| | | | | 10/28/2025 | Processed | |
| | | | | 10/28/2025 | Processed | |
| | | | | 10/28/2025 | Processed | |
| | | | | 10/28/2025 | Processed | |
| | | | | 10/28/2025 | Processed | |
| | | | | 10/28/2025 | Processed | |
| | | | | 10/28/2025 | Processed | |
| | | | | 10/28/2025 | Processed | |
| | | | | 10/28/2025 | Processed | |


17:11
Nov 18 2022

31 - 40 of 73

Invoice Filing Deadline Extension

- Per [FCC Order 19-78](#), applicants and service providers may request and automatically receive a one-time, 120-day extension of the deadline to file an invoice.
- Invoice filing deadline extension requests must be submitted on or before the original invoice deadline.
- The invoice filing deadline is included in the [applicant's FCL](#).
- Please use the [RHC Connect User Guide – Invoice Filing Deadline for Service Providers](#) in the [Invoice USAC](#) section on the USAC website to help you submit your request.
- The invoice filing deadline for FY2023 is October 28, 2024.
 - The invoice filing deadline extension for FY2023 is February 25, 2025

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] |  |

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 | |
| | | | \$ | \$ | | 12/31/2022 | |
| | | | \$ | \$ | | 12/23/2022 | |
| | | | \$ | \$ | | 12/13/2022 | |
| | | | \$ | \$ | | 11/26/2022 | |
| | | | \$ | \$ | | 11/22/2022 | |
| | | | \$ | \$ | | 11/22/2022 | |

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:
 - Contact Customer Support: (888) 641-8722
- Voluntary Netting:

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

See Instruction Section III.O

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.

94 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.
 - The invoice deadline for single-year FY2024 FRNs is October 28, 2025, for FY2024 FRNs.

Questions?

RHC Program Resources

Service Providers Best Practices for FY2024

Online Resources

- [Service Providers](#)
- [Competitive Bidding Exemptions](#)
- [Search Posted Services](#) – HCF and Telecom programs
- [Search Posted Services](#) - CCP program
- [Step 6: Invoice USAC](#) - HCF program
- [Step 6 Invoice USAC](#) – Telecom program
- [RHC Connect User Guide FCC Form 463 User Guide](#)
- [RHC Connect User Guide Invoice Filing Deadline Extension](#)
- [Webinars](#)

RHC Program Customer Service Center



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



Customer Service Center

The Customer Service Center CAN

Answer general questions regarding both programs.

Provide account holder information for an HCP.

Provide clarity regarding FCC Report and Order 19-78.

Provide helpful resources and best practices for forms.

Assist with My Portal and RHC Connect

The Customer Service Center CANNOT

Determine eligibility of a specific site or service before an official form submission.

Review a form or document for accuracy before an official submission.

Contact a service provider or other account holder on someone else's behalf.

Provide documents that are not already accessible in My Portal and/or RHC Connect.

Transfer a call to a specific form reviewer.

Questions?

Thank You!





**Universal Service
Administrative Co.**