FY2022 RHC Program Kickoff Webinar

July 14, 2021
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
Agenda

• Program Updates
• FY2022 Overview
• Next Steps for Applicants
• Best Practices
  • Managing Account Holders
  • Authorizations
  • Resources
# RHC Program Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
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<tr>
<td>HCF</td>
<td>Healthcare Connect Fund</td>
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<tr>
<td>FY</td>
<td>Funding Year</td>
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<tr>
<td>HCP</td>
<td>Health Care Provider (your site)</td>
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<tr>
<td>HCP Number</td>
<td>Number associated with your site</td>
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<tr>
<td>PAH</td>
<td>Primary Account Holder</td>
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<tr>
<td>LOA</td>
<td>Letter of Agency (HCF program only)</td>
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<tr>
<td>TPA</td>
<td>Third Party Authorization</td>
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Program Updates

FY2022 RHC Program Kickoff Webinar
FY2021 Funding Requests

• The FY2021 filing window closed on June 1, 2021
  • No further FY2021 funding requests (FCC Forms 462 and 466) will be accepted.

• Carry-over amount announced: On June 23, 2021, the FCC directed USAC to carry forward up to $379.97 million in unused funds from prior funding years to the extent necessary to satisfy FY2021 demand for the RHC program.
Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.
- Where USAC requires information that cannot be located on the submitted supporting documentation will result in an **Information Request**.
- All account holders will receive all Information Requests.
- Applicants are given 14 calendar days to provide a response to the Information Request.
  - 11:59 p.m. ET on the 14th day would be the deadline to respond to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.
- Note: [Order DA 21-394](#) extended response deadline by an additional 28 days if an applicant requests the extension before the expiration of the initial 14-day deadline. This relief applies to Information Requests issued from April 8, 2021 through December 31, 2021.
Supply Chain Order

As a reminder, when service providers log in 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 support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by the covered companies deemed to pose a national security threat to the integrity of the communications network or communications supply chain. 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, which includes those offered by Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, and Dahua Technology Company, and their affiliates and subsidiaries.

- **FY2020 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 FY2020, you cannot invoice for these funds. Instead, you should immediately request a service substitution prior to invoicing in order to ensure complete program compliance.

- **FY2021 Applicants:** If you identify the use of covered equipment/services on your submitted funding request form please email RHC-Assist@usac.org with your FRN number. We will work with you to take corrective action to ensure compliance.

- **FY2022 Applicants:** As you proceed with competitive bidding beginning in July, please ensure you are not requesting funding for services or equipment from Huawei Technologies or ZTE, Hytera, Hangzhou Hikvision, or Dahua or any of their parents, affiliates and subsidiaries.
Supply Chain Web Page

- Supply Chain web page

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](http://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.
Connected Care Pilot Program Update

On June 17, 2021 the FCC approved a Report and Order offering further guidance on the administration of its $100 million Connected Care Pilot Program, including guidance on eligible services, competitive bidding, invoicing, and data reporting for selected participants, which will enable applicants selected for the Pilot Program to begin their projects.

- 59 total projects selected.
- RHC doing targeted outreach and training for selected projects.
Funding Year 2022 Overview

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Funding Year & Filing Window Periods

• Funding Year
  • From July 1 to June 30 of the subsequent calendar year
  • FY2022 = July 1, 2022 to June 30, 2023

• Filing Window
  • A fixed period during which all qualifying funding requests (FCC Forms 462 and 466) that are received during a filing window period are treated as having been filed simultaneously for purposes of making funding commitment decisions.
  • FY2021 Filing Window Period will be December 1, 2021 – April 1, 2022.
Rural Health Care Program: **Funding Year 2022**

**FY2022: JULY 1, 2022-JUNE 30, 2023**

- **JULY 1, 2021:** First Day to Submit Request for Services Forms
  - FCC Form 461 HCF Program
  - FCC Form 465 Telecom Program
  - Request for services must be posted to USAC’s website by March 2

- **DEC 1, 2021 - APRIL 1, 2022:** Funding Request Filing Window Period
  - FCC Form 462 HCF Program
  - FCC Form 466 Telecom Program

- **OCT 28, 2023:** Invoicing Deadline
  - FCC Form 463 HCF Program
  - Telecom Invoice
RURAL HEALTH CARE PROGRAM

Application Process

1. Determine Eligibility
   Must meet three eligibility criteria:
   - Not-for-profit/public
   - In a rural area
   - One of the eligibility facility types

   HCF Program: FCC Form 460
   Telecom Program: FCC Form 465

2. Develop Evaluation Criteria and Request Services
   Describe the services you need and develop scoring criteria to evaluate bids. Your request for services is posted to the USAC website for a minimum of 28 days.

   HCF Program: FCC Form 461
   Telecom Program: FCC Form 465

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

4. Submit Funding Request
   Provide information about the services selected: cost, service provider information, and terms of service agreement(s).

   HCF Program: FCC Form 462
   Telecom Program: FCC Form 466

5. Certify Connection
   Confirm service start and end dates.

   HCF Program: FCC Form 463
   Telecom Program: FCC Form 467

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

   HCF Program: FCC Form 463
   Telecom Program: Invoice
Upcoming Training

• Get ready for the start of the FY2022 filing window period by joining our Request for Services Best Practices webinars.

• We will focus on the FCC Forms 461 and 465 application submission process and competitive bidding. Participants will be able to ask questions.
  • Telecom Program– August 12, 2021, 2:00 p.m. – 3:00 p.m. ET – Register
  • HCF Program– August 19, 2021, 2:00 – 3:00 p.m. ET – Register
New Resources

- Examples of Common Services
  - HCF Program
  - Telecom Program
  - HCF Program FCC Form 462 e-Learning Module

Rural Health Care Program
Healthcare Connect Fund (HCF) Program

Examples of Common Products and Services

Below are examples of products and services that are typically eligible for support in the HHC Healthcare Connect Fund (HCF) Program. This list and accompanying descriptions are meant to assist in your selection of eligible products and services. Inclusion on this list does not guarantee funding. Similarly, products and services not listed below may be eligible for support. USAC makes a final determination on all funding requests after a formal review of all FCC Forms 462.

* Products and services marked with an asterisk are eligible for consortia applicants only

Construction
Costs incurred by either a service provider or health care provider for the construction of new network infrastructure or upgrades to existing infrastructure.

- Carrier-Owned Network Special Construction*
  - Infrastructure/Plant Upgrade*
  - Network Deployment*
- HCP-Owned Network Special Construction*
  - Construction Management Services*
  - Engineering*
  - Infrastructure/Plant Upgrade*
  - Inspection Services*
  - Make Ready*
  - Network Design*
Calculating Rural Rates

• Instead of using the Rates Database, HCPs and their service providers should continue to use rates approved under Method 1, 2, or 3 to calculate rural rates.

• 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)).
Next Steps for Applicants

FY2022 RHC Program Kickoff Webinar
Next Steps for New Applicants

• Complete your FCC Form 460 to determine eligibility (HCF Program only).
• You can submit your FCC Form 460 at any time during the funding year.
  • Watch the RHC 101 Learning Module
  • Watch the HCF Eligibility Learning Module
  • Watch the How to Find an Existing HCP in My Portal video
• Ensure you have the necessary authorizations completed.
• Register for the Request for Services Webinars
  • Telecom Program– August 12, 2021, 2:00 p.m. – 3:00 p.m. ET – Register
  • HCF Program– August 19, 2021, 2:00 – 3:00 p.m. ET – Register
• Review competitive bidding resources
New Applicants: Eligibility Best Practice

- When submitting an FCC Form 460, we recommend that applicants upload supporting documentation necessary to validate form data to the “Supporting Documentation” section.
- This includes any documentation that is relevant to the required fields of the FCC Form 460:
  - Hospital licenses, with the address clearly posted, to verify a non-profit hospital
  - A recent bill or lease, with the address clearly posted, to verify the HCP address provided on the FCC Form 460
  - Public tax documents to verify the Non-Profit Tax ID (EIN)
  - Health Resources and Services Administration (HRSA) accreditation to verify a community health center
Next Steps for Current Applicants

• Ensure authorizations are up to date through FY2022
• Consortia Applicants: Ensure consortium is majority rural
• Submit FCC Form 461 or 465 for competitive bidding
• Register for the Request for Services Webinars
  • Telecom Program– August 12, 2021, 2:00 p.m. – 3:00 p.m. ET – Register
  • HCF Program– August 19, 2021, 2:00 – 3:00 p.m. ET – Register
• Review competitive bidding resources
Managing Account Holders

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Three Types of Account Holders

- **Primary Account Holder (PAH)**
  - Must work for the legal entity of the HCP
  - Responsible for the accuracy of information submitted to USAC
  - Can only be one individual
  - Mandatory for every HCP

- **Secondary Account Holder**
  - Must work for the legal entity of the HCP
  - Responsible for the accuracy of information submitted to USAC
  - “Back up” for PAH
  - Can have multiple secondary account holders for one HCP

- **Tertiary**
  - Hired by HCP to file forms on behalf of the HCP (e.g., consultants)
  - Must have a valid Third Party Authorization (TPA)

- Download guidance for updating account holders: [HCF Program](#), [Telecom Program](#)
Consultant Registration Process

- Once the HCP provides the consultant’s or outside expert’s contact information to USAC, USAC will issue a unique registration number for that consultant or outside expert.
- The consultant's or outside expert’s assigned registration number will be linked to the HCP’s organization.
Primary Account Holder – HCF Program

- In HCF, the primary account holder has the ability to manage other account holders in the Account Holders tab of My Portal.
Primary Account Holder – HCF Program

- At least one HCP must be assigned to the new applicant.
- Invalid Zip Code.
- Invalid Phone Number. Valid formats are 1234567890 | (123) 456-7890.

HCPs for this applicant

<table>
<thead>
<tr>
<th>HCP#</th>
<th>HCP Name</th>
<th>Role</th>
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<tbody>
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<td>No role</td>
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<td>Secondary</td>
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<td>Tertiary</td>
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<td>Draft</td>
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Add Account Holder
Primary Account Holder – Telecom Program

- In Telecom, the primary account holder has the ability to add/remove other account holders in My Account Settings of My Portal.
Primary Account Holder – Telecom Program
Consultant Account Holder Rights

- Consultants must have tertiary rights in the HCF Program.
- Consultants must have secondary rights in the Telecom Program.
- Consultants gain account holder rights through a Third Party Authorization (TPA)
  - The TPA can be uploaded to an FCC Form 460 or 465 before submission, or added by the primary account holder in My Portal.
  - Information and a sample template for the TPA can be found on our [website](#).
## Documents Available in My Portal

<table>
<thead>
<tr>
<th>HCF</th>
<th>Telecom</th>
</tr>
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<tbody>
<tr>
<td>• Submitted and approved FCC Forms 460, 461, 462, 463</td>
<td>• Submitted and approved FCC Forms 465, 466, 467</td>
</tr>
<tr>
<td>• HCF Funding Commitment Letters (FCL)</td>
<td>• Telecom Funding Commitment Letters (FCL)</td>
</tr>
<tr>
<td>• PAH Account Holder Management</td>
<td>• PAH Account Holder Management</td>
</tr>
<tr>
<td>• Network Cost Worksheet (NCW)</td>
<td>• Copies of submitted contracts</td>
</tr>
<tr>
<td>• Copies of automated emails from USAC (form approvals)</td>
<td>• Supporting documentation</td>
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<tr>
<td></td>
<td>• Copies of automated emails from USAC (info requests, form approvals)</td>
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Authorizations

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Authorizations

- **Letter of Agency (LOA):** Provides written authorization to the consortium project coordinator to act on behalf of each participating member HCP within the consortium. This is mandatory for HCP member sites not owned and operated by the consortium.

- **Letter of Exemption (LOE):** Provides written authorization to the consortium project coordinator to file forms for sites that are owned and operated by the consortium lead entity or Consortium Leader.

- **Third Party Authorization (TPA):** Provides written authorization to a third party/consultant to complete and submit forms on behalf of an HCP.
Authorizations for FY2022

• In order to be considered eligible for funding in FY2022, Letters of Agency (LOA) and Third Party Authorizations (TPA) must be up to date through FY2022, at a minimum.

• Before submitting a form, please check to ensure authorization documents are up to date.
  • FCC Forms 462 and 466 submitted with expired LOAs or TPAs will result in applicants receiving Information Requests.

• Download a Sample TPA or Sample LOA.

• For more information about submitting LOAs, please see the submission guide.
Resources

FY2022 RHC Program Kickoff Webinar
Training and Resources

- Webinars
- RHC Monthly Newsletter
- Videos
- Online Training Modules
- Handouts
Learn

Welcome to RHC Learn! Here you will find all the handouts, training videos, and webinar recordings that will assist you in applying to the RHC program. All events and resources are offered free of charge.

Have feedback about our FY2020 Training and Resources? Provide your feedback here.

Upcoming Events

**RHC Program FY2022 Kickoff Webinar** – Wednesday, July 14, 2:00 p.m. – 3:00 p.m. ET – Register

**Telecom Program FY2022 Request for Services Best Practices Webinar** – Thursday, August 12, 2:00 p.m. – 3:00 p.m. ET – Register

**HCF Program FY2022 Request for Services Best Practices Webinar** – Thursday, August 19, 2:00 p.m. – 3:00 p.m. ET – Register
RHC Program Help Desk

• Email: RHC-Assist@usac.org

• Include in your email
  • HCP Number
  • FRN Number

• Phone: (800) 453-1546
  • Hours are 8:00 a.m. – 8:00 p.m. ET
  • Monday- Friday
# RHC Help Desk

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<thead>
<tr>
<th>The Help Desk CAN</th>
<th>The Help Desk CANNOT</th>
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<tbody>
<tr>
<td>• Answer general questions regarding both programs</td>
<td>• Determine the eligibility of a specific site or services before an official form submission</td>
</tr>
<tr>
<td>• Provide account holder information for an HCP</td>
<td>• Review a form for accuracy before submission</td>
</tr>
<tr>
<td>• Provide clarity regarding FCC Reports and Orders</td>
<td>• Contact a service provider or account holder on someone else’s behalf</td>
</tr>
<tr>
<td>• Provide helpful resources and best practices</td>
<td>• Provide documents that are not already accessible in My Portal</td>
</tr>
<tr>
<td>• Assist with My Portal</td>
<td>• Transfer a call to a specific form reviewer</td>
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Thank You!