

FY2023 RHC Program Kickoff Webinar

July 13, 2022



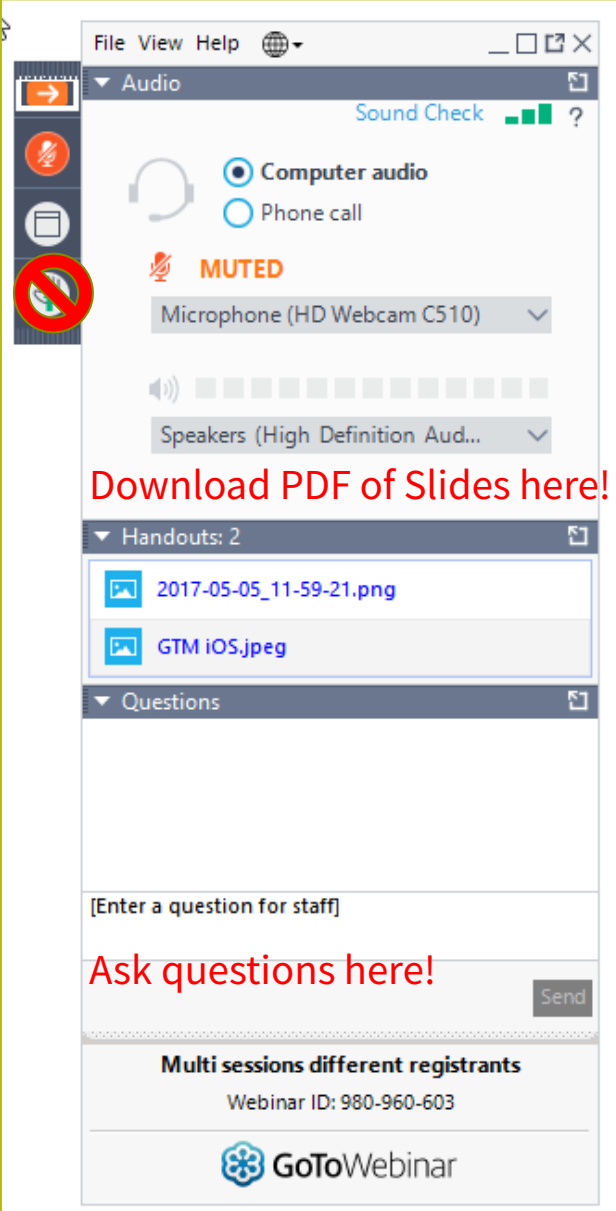
Universal Service
Administrative Co.

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



The screenshot shows the GoToWebinar control panel interface. The top section is titled "Audio" and includes a "Sound Check" indicator. Below this, there are two radio buttons: "Computer audio" (selected) and "Phone call". A red "MUTED" label is prominently displayed next to a microphone icon, which is circled in red. Below the muted label, a dropdown menu shows "Microphone (HD Webcam C510)". A volume slider is visible below the microphone selection. The next section is "Handouts: 2", listing two files: "2017-05-05_11-59-21.png" and "GTM iOS.jpeg". The "Questions" section features a text input field with the placeholder "[Enter a question for staff]", a "Send" button, and a red annotation "Ask questions here!". At the bottom, the text reads "Multi sessions different registrants" and "Webinar ID: 980-960-603", with the GoToWebinar logo.

Download PDF of Slides here!

Ask questions here!

Meet Our Team



Simone Andrews

Senior Communications
Specialist | RHC Outreach



Eric Overton

Program Manager | RHC
Outreach



Blythe Albert

Advisor of Program
Management | RHC Outreach

Agenda

- Program Updates
- FY2023 Overview
- RHC Connect Updates
- Next Steps for Account Holders
- Best Practices
 - Managing Account Holders
 - Authorizations
 - Resources

RHC Program Glossary

Acronym	Definition
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
LOA	Letter of Agency (HCF program only)
TPA	Third Party Authorization

Program Updates

FY2023 RHC Program Kickoff Webinar

FY2022 Funding Requests

- The FY2022 filing window closed on June 1, 2022.
 - No further FY2022 funding requests (FCC Forms 462 and 466) will be accepted.
- Funding Requests Reviews Started Earlier Than Ever!
 - RHC began funding request reviews before the funding request window closed.
 - This means that you may have received an Information Request before June 1, 2022.

Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.
- If required information cannot be located on the submitted supporting documentation, USAC will send an **Information Request**.
- Information Requests are sent to all account holders.
- Account holders are given 14 calendar days to provide a response to the Information Request.
 - 11:59 p.m. ET on the 14th day is 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.

Information Request Reminders – RHC Connect (HCF Program)

- Account holders can receive HCF Program Information Requests through RHC Connect or by email.
- For forms that have been migrated to RHC Connect (FY2022 FCC Form 462 and FY2023 FCC Form 461), an auto-generated email will be sent directing account holders to log into RHC Connect to respond.
 - **Account holders should respond through RHC Connect only.**
 - Please use the [Information Requests in RHC Connect](#) tip sheet as a resource.
- If an Information Request is received by email, click “Reply All” to respond.

RHC Connect Update

- RHC Connect is the new platform used to submit FCC forms for the RHC program
 - Forms for prior funding years and the Connected Care Pilot Program (CCPP) will remain in My Portal.
 - All forms for the Telecom program will eventually be migrated to RHC Connect.
- FCC Form 461 – FY2023 and forward
 - Available on July 1, 2022
 - [RHC Connect User Guide](#) – FCC Form 461
- FCC Form 462 – FY2022 and forward
 - All FCC Forms 462 were submitted for FY2022 in RHC Connect
 - [RHC Connect User Guide](#) – FCC Form 462
- FCC Form 463 – FY2022 and forward
 - FCC Form 463 for FY2022 will be available in RHC Connect in September
 - **Coming soon!** RHC Connect User Guide – FCC Form 463

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, AO Kaspersky Lab, China Mobile International USA Inc., China Telecom (Americas) Corp. and their affiliates and subsidiaries.

- **FY2022 Account Holders:** 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 FY2022, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#) prior to invoicing in order to ensure complete program compliance.
- **FY2023 Account Holders:** As you proceed with competitive bidding beginning in July, 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 Supply Chain webpage. The navigation bar at the top includes links for About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. The main content area features a sidebar with links for Reports & Orders, Annual Report, FCC Filings, FCC Orders, and Supply Chain. The main heading is "Supply Chain", followed by a paragraph explaining the FCC's actions to protect national security and the integrity of communications networks and supply chains. A second paragraph mentions the "Supply Chain First Report and Order" and its implications for Universal Service Fund (USF) support.

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.

Connected Care Pilot Program (CCPP)

- Provides up to \$100 million over a three-year period to support the provision of connected care services, with an emphasis on supporting these services for low income Americans and veterans.
- The CCPP application window closed on December 7, 2020 at 11:59 p.m. ET and no further applications are currently being accepted.
- As of March 16, 2022, a total of 107 applications serving patients in 40 states plus Washington, DC were chosen.
- Pilot projects use the same forms as the HCF Program.
- Please visit the [FCC Connected Care Pilot Program](#) website for more information about the program.

Questions?

Funding Year 2023 Overview

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Funding Years and Filing Windows

- Funding Year
 - Starts July 1 and ends June 30 of the following calendar year
 - FY2023 = July 1, 2023 to June 30, 2024
- Filing Window
 - A fixed period during which all submitted funding requests (FCC Forms 462 and 466) are treated as having been filed simultaneously for purposes of making funding decisions.
 - FY2023 Filing Window begins December 1, 2022 and ends April 3, 2023.

Rural Health Care Program: **Funding Year 2023**

FY2023: JULY 1, 2023-JUNE 30, 2024



JULY 1, 2022: 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 5, 2023



DEC 1, 2022 - April 3, 2023: Funding Request Filing Window Period

- FCC Form 462 HCF Program
- FCC Form 466 Telecom Program

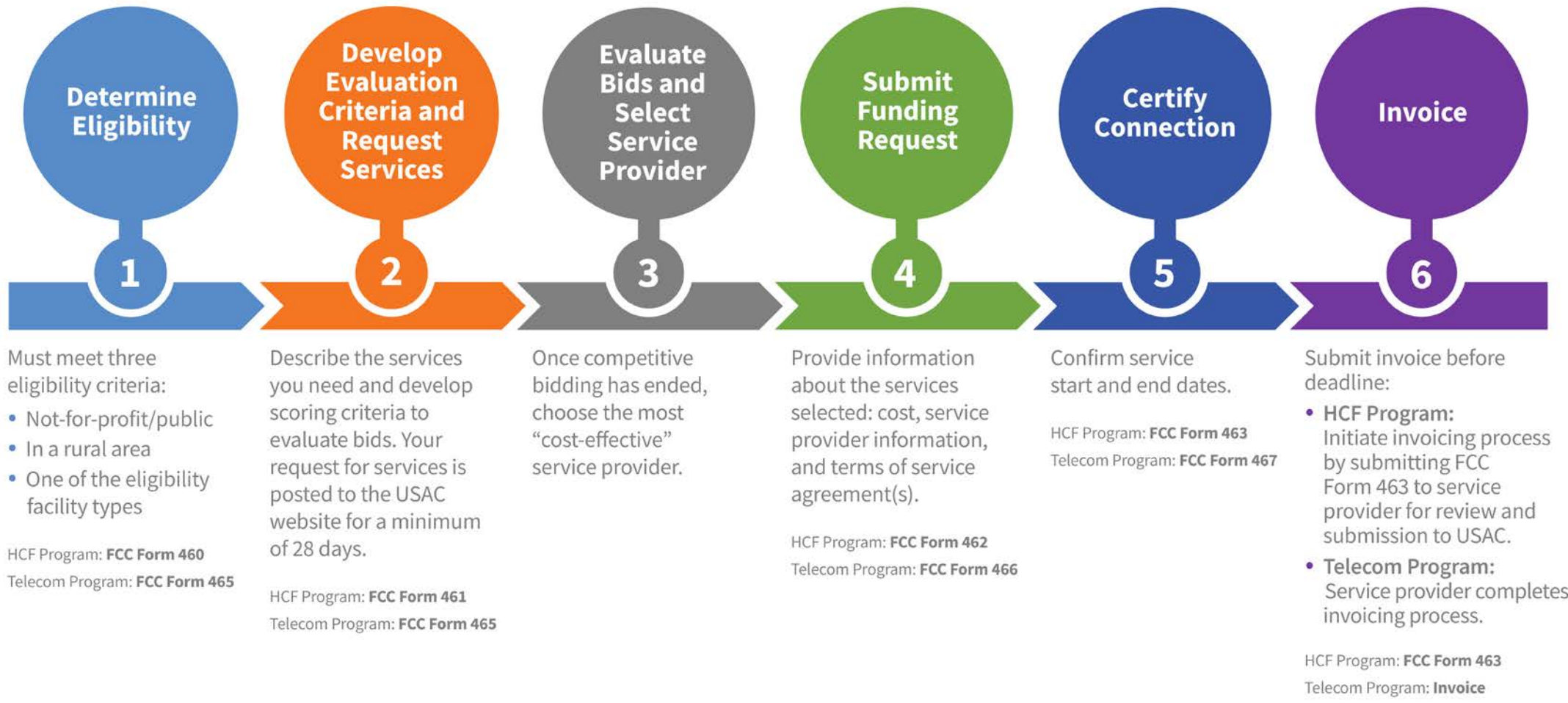


OCT 28, 2024: Invoicing Deadline

- FCC Form 463 HCF Program
- Telecom Invoice

RURAL HEALTH CARE PROGRAM

Application Process



Upcoming Training

- Get ready for the FY2023 filing window by joining our *Request for Services Best Practices* webinars.
- We will focus on the FCC Forms 461 and 465 submission and competitive bidding. Participants will be able to ask questions.
 - HCF Program – August 9, 2022, 2 p.m. – 3 p.m. ET – [Register](#)
 - Telecom Program– August 17, 2022, 2 p.m. – 3 p.m. ET – [Register](#)

Resources

- Examples of Common Services
 - [HCF Program](#)
 - [Telecom Program](#)
- [RHC Connect User Guide](#) – HCF program FCC Form 461
- [RHC Connect User Guide](#) – HCF program FCC Form 462
- **Coming soon!** RHC Connect FCC Form 461 – training module
- [RHC Connect FCC Form 462](#) – training module
- [Information Requests in RHC Connect](#) – tip sheet

Telecom Program – FCC Order DA 22-580

- On May 25, 2022, the FCC released Order [DA 22-580](#) extending the waiver of the requirement to use the Telecom Program Rates Database for determining urban and rural rates for health care providers for FY2023.
- In addition, the Order provides the following clarification:
 - For all FY2022 and FY2023 funding requests, the most recently approved urban and rural rates for a facility/service combination are the most recently approved such rates on the date the HCP submits its FCC Form 465.
 - If the service provider receives approval of a new rate in the time between the submission of the FCC Form 465 and the submission of the FCC Form 466, the most recently approved rate at the time of the FCC Form 465 would be applicable
 - If no such comparable rate is available, the rate must be established using one of the pre-existing methods.

Telecom Program – Calculating Rural Rates

- Instead of using the Rates Database, account holders and their service providers may continue to use rates approved under [Method 1, 2, or 3](#) to calculate rural rates.
- Alternatively, account holders and service providers may use the most recently-approved rural rate for FY2018, FY2019, FY2020, FY2021, or FY2022 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, account holders **must** provide USAC with the previous FRN associated with that approved rate and submit **all** documentation associated with that rate.
- Account holders 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, FY2020, FY2021, or FY2022.
- Documentation provided must show that the rural rate provided is in compliance with the rural rate rule (47 CFR 54.607 (2018)).

Telecom Program – Calculating Urban Rates

- Instead of using the Rates Database, account holders may either use an urban rate that has been previously approved for the same service at the same HCP location for FY2018, 2019, 2020, 2021, and 2022 or use the preexisting rule to calculate the urban rate.
- Account holders should upload to their FCC Form 466 documentation substantiating the urban rate on **Line 33**, whether it be documentation supporting a previously approved urban rate such as a Funding Commitment Letter (FCL) or documentation substantiating the urban rate under the preexisting rule.
- Documentation provided must show that the urban rate complies with the urban rate rule (FCC Order DA 21-394 paragraphs 23-25).
- If there is no approved rate for a specific service delivered to the specific HCP location, an urban rate approved for the same or similar services to a facility in a same or similar geographic location may be used.
- If an HCP doesn't upload supporting documentation with the submission of the FCC Form 466, an Information Request will be sent to obtain it.

Questions?

Next Steps for Account Holders

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Next Steps for New Account Holders

- 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.
 - [Letter of Agency](#)
 - [Third Party Authorization](#)
- Register for the Request for Services Webinars.
 - HCF Program– August 9, 2022, 2 p.m. – 3 p.m. ET - [Register](#)
 - Telecom Program– August 17, 2022, 2 p.m. – 3 p.m. ET - [Register](#)
- Review [competitive bidding resources](#).

New Account Holders: Eligibility Best Practice

- When submitting an FCC Form 460, we recommend uploading supporting documentation necessary to validate form data to the “Supporting Documentation” section of the form.
- 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); and
 - Health Resources and Services Administration (HRSA) accreditation to verify a community health center.

Next Steps for *Current* Account Holders

- Ensure authorizations are up to date through FY2023
- Consortia account holders: Ensure consortium is majority rural
- Submit FCC Form 461 or 465 for competitive bidding
- Register for the Request for Services Webinars
 - HCF Program – August 9, 2022, 2 p.m. – 3 p.m. ET – [Register](#)
 - Telecom Program– August 17, 2022, 2 p.m. – 3 p.m. ET - [Register](#)
- Review [competitive bidding resources](#)

Questions?

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 is responsible for managing all other account holders in the “Account Holders” tab of My Portal including removing Tertiary Account Holders with expired TPAs.

[Create New Form 460](#)

My HCPs | **Account Holders**

[Add New Account Holder](#)

Account Holder	Account Holder Name	Status	Action
_____	_____	Active	Remove

Primary Account Holder – HCF Program

First Name: *	<input type="text"/>	!	Address 1: *	<input type="text"/>	!
Middle Initial :	<input type="text"/>		Address 2:	<input type="text"/>	
Last Name: *	<input type="text"/>	!	City: *	<input type="text"/>	!
Phone: *	<input type="text"/>	!	State: *	Select State... ▼	!
Ext :	<input type="text"/>		County: *	Select County... ▼	!
Fax :	<input type="text"/>		Zip: *	<input type="text"/>	!
Email (Username): *	<input type="text"/>	!			
Retype Email (Username): *	<input type="text"/>	!			

- 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

HCP#	HCP Name	Role
		No role ▼ ✓
		No role ✓
		Secondary ✓
		Tertiary ✓
		Draft ✓

[Add Account Holder](#)

Primary Account Holder – Telecom Program

- In Telecom, the Primary Account Holder is responsible for adding or removing all other account holders in the “My Account Settings” tab in My Portal.

The screenshot displays the 'MY ACCOUNT SETTINGS' tab in the 'MY HCPs' section of the portal. The 'MY ACCOUNT SETTINGS' tab is highlighted with a red box. Below the tabs, there is a table with columns for Search by HCP #, Search by HCP Name, Street Address, Account Type, Account Rights, Reqs. Pending, and Alert. Two rows of data are visible, both with 'New!' alerts.

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RURAL HEALTH CARE

User: [redacted] | Logout

Contact RHC | HCF | About My Portal

The My HCPs tab provides a high-level overview of all HCPs to which you have account access or manage, including:

- HCP Number and HCP Name
- Street Address
- Account Holder Type (Primary or Secondary)
- Account Holder Rights (Full or Partial)

Because you have access to or manage multiple HCPs, your landing page for My Portal will always be on the My HCPs tab.

MY HCPs | **MY ACCOUNT SETTINGS** | INFORMATION REQUESTS

Add New HCP

Search by HCP #	Search by HCP Name	Street Address	Account Type	Account Rights	Reqs. Pending	Alert
31312	[redacted]	[redacted]	Secondary	Full	1	New!
14957	[redacted]	[redacted]	Secondary	Full	1	New!

Primary Account Holder – Telecom Program

MY HCPS **MY ACCOUNT SETTINGS** INFORMATION REQUESTS

Add Secondary Account Holder Back to My Account Settings

First Name: Address 1: !
 Middle Initial: Address 2: (optional)
 Last Name: City: !
 Title: ! State: AK ▾
 Employer: ! Zip: !
 Phone: ! Ext: (optional)
 Email (Username): Fax: (optional)
 Retype Email (Username):
 Role: !
 Employer FCCRN:

Select role... ▾ !
 Select role...
 Consultant (fee for service)
 Employee of an eligible HCP
 Employee of an ineligible HCP
 Employee of a non-profit
 Local government employee
 State government employee
 Federal government employee
 Other - please fill

Unassigned HCPs

Search by HCP #	Search by HCP Name	Address	Rights
<input type="text"/>	<input type="text"/>		<input type="checkbox"/> Full Access <input type="checkbox"/> Partial Access
			<input type="checkbox"/> Full Access <input type="checkbox"/> Partial Access

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

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

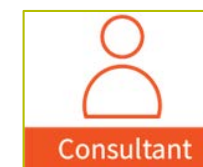
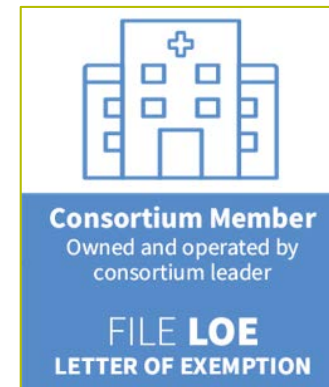
Questions?

Authorizations

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Authorizations

- **Letter of Agency (LOA):** Provides 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 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 authorization to a third party/consultant to complete and submit forms on behalf of an HCP.
- **Note:** The Primary Account Holder is responsible for ensuring that expired LOAs and TPAs are updated or removed from My Portal.



Authorizations for FY2023

- Eligibility for funding in FY2023 requires [Letters of Agency \(LOA\)](#) and [Third Party Authorizations \(TPA\)](#) authorized through FY2023, 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 Information Requests.
- Download a [Sample TPA](#) or [Sample LOA](#).
- For more information about submitting LOAs, please see the [submission guide](#).

Resources

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Training and Resources

- Examples of Common Services
 - [HCF Program](#)
 - [Telecom Program](#)
- [RHC Connect User Guide](#) – HCF program FCC Form 461
- [RHC Connect User Guide](#) – HCF program FCC Form 462
- **Coming soon!** RHC Connect FCC Form 461 – training module
- [RHC Connect FCC Form 462](#) – training module
- [Information Requests in RHC Connect](#) – tip sheet
- [Webinars](#)
- [RHC Monthly Newsletter](#)
- [Videos](#)

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Learn more about the Rural Health Care program.


Videos


Our videos are designed to help you understand and manage the form filing process, FCC requirements, and other elements of the RHC program.

[Browse our Videos](#)


Webinars

Join USAC for live training webinars provided throughout the year for RHC program participants, and watch recordings of those you may have missed.

[View our Webinars](#)


Newsletter

The RHC Monthly Newsletter keeps healthcare providers (HCPs) and service providers up to date about program news, events, and best practices. Be sure to [subscribe](#).

[Consult our Newsletter](#)

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

RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
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

Questions?

Thank You!



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