FY2019 Applicant Webinar
For applicants who submitted FY2019 Funding Request Form(s)
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 the Online Learning Library
Today’s Presenters

Annabeth Wonch  
Senior Program Manager,  
RHC Outreach

Jennifer Contreras  
Senior Program Manager,  
RHC Outreach

Rehana Mohammed  
Director,  
RHC Program Development
Agenda

1. FY2019 – A Look Back
2. FCC Order 19-78
3. Information Requests
4. Best Practices After Submission
5. My Portal & Open Data Updates
6. Q&A
## Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
</tr>
<tr>
<td>HCF</td>
<td>Healthcare Connect Fund</td>
</tr>
<tr>
<td>FY</td>
<td>Funding Year</td>
</tr>
<tr>
<td>PAH</td>
<td>Primary Account Holder</td>
</tr>
<tr>
<td>FRN</td>
<td>Funding Request Number</td>
</tr>
<tr>
<td>LOA</td>
<td>Letter of Agency (HCF Program Only)</td>
</tr>
<tr>
<td>TPA</td>
<td>Third Party Authorization</td>
</tr>
</tbody>
</table>
FY2019 Filing Window Close

FY2019 Applicant Webinar
RHC Program: Funding Years & Filing Window Periods

• **Funding Year**
  • From July 1 to June 30 of the subsequent calendar year
  • FY2019 = July 1, 2019 to June 30, 2020

• **Filing Window Periods**
  • A fixed period during which all qualifying funding requests that are received during a filing window period are treated as having been filed simultaneously for purposes of making funding commitment decisions.
  • Each funding year can have multiple filing window periods.
  • FY2019 Initial Filing Window Period: February 1 – May 31
  • FY2019 FCC Order 19-45 Filing Window Period for impacted applicants: February 1 – June 31
FUNDING YEAR (FY) 2019

FILING CALENDAR

February 1 - May 31
Initial Funding Request
Filing Window Period
FCC Form 462 or FCC Form 466

June 30
Filing Window End Date for HCF
Program Applicants affected
by FCC Order 19-45

January 1
First day applicants may submit
Requests for Services
FCC Form 461 or
FCC Form 465 for FY2019

May 3*
Deadline for USAC posting of Request for Services
FCC Form 461 or FCC Form 465
for initial filing window period

July 1, 2019 through June 30, 2020
FUNDING YEAR 2019

Ending December 31, 2020**
Deadline for FCC Form 463 submission
for 2019 funding commitments which end on June 30, 2020

*Applicants should allow for processing time between their submission and USAC posting of the form by this day.

**An invoice must be submitted to the service provider and approved by the deadline.

- Funding Request Filing Window Period
- Healthcare Connect Fund (HCF) Program
- General Filing Year Deadlines
- Telecommunications Program
FY2019 Filing Window Close

- FY2019 filing window close initially announced as May 31
- FCC Order 19-45 extended filing window to June 30 for some HCF applicants
- Applicants could verify if they qualified for extension using a newly designed look-up tool by using either:
  - FY2018 FRN
  - HCP number
FCC Order 19-45 Resources

- FY2018 FRN Look-Up Tool
  - Publicly available look-up tool, used to confirm if FY2018 FRN and/or HCP is affected by FCC Order 19-45

- FY2019 Form 462 USAC-Created Draft
  - Courtesy to impacted applicants for quick and easy submission

- Webinar & Tip Sheet
  - Opportunity for applicants to ask questions on FCC Order 19-45 and resources
  - 87 registered and 65 attended
FCC Order 19-78

FY2019 Applicant Webinar
FCC Order 19-78

- FCC Order Promoting Telehealth in Rural America: Adopted during the FCC August 1 meeting.
- Overhaul the Rural Health Care Program by streamlining and simplifying the way health care providers apply for and calculate universal service support amounts.
- USAC will provide an overview tip sheet after the Order is published in the Federal Register. Read the draft Order here
FY2019 FRNs

• FY2019 FRNs will **not** be impacted by FCC Order.
• Changes to RHC Program procedures and rules will have separate trainings and additional resources.
• Outreach will send emails and include information on monthly RHC newsletters.
  • Subscribe **today**!
Information Requests

FY2019 Applicant Webinar
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.
- All account holders will receive all Information Requests.
  - Please make sure your account holders are up to date!
Information Requests

- 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.
- HCF Program FCC Form 462 Information Requests will come from an RHC reviewer via email.
- Telecom Program FCC Form 466 Information Requests can be received two ways:
  - Via the HCP’s My Portal
  - Via email from RHC reviewer
- HCPs should respond to Information Request as it was received.
Best Practices After Form Submission

FY2019 Applicant Webinar
Account Holder Management

- All account holders should be up to date at all times
- Automatic emails and Information requests are sent directly to individuals listed as account holders
- Account Holder Guides: HCF Program, Telecom Program
Types of Account Holder Rights

- **Primary**: Main Point of Contact
- **Secondary**: Additional Account Holder(s)
- **Tertiary**: Consultant

Third Party Authorization (TPA)
Three Types of Account Holders

1. **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

2. **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

3. **Tertiary**
   - Hired by HCP to file forms on behalf of the HCP (e.g., consultants)
   - Must have a valid Third Party Authorization (TPA)
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.
Authorizations for FY2019

• In order to be considered eligible for funding in FY2019, Letters of Agency (LOA) and Third Party Authorizations (TPA) must be up to date through FY2019, 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.
LOA Management Reminder

- Consortia must ensure all LOAs are up to date for each participating member site
- Beginning August 2019, consortia will be unable to submit forms for member sites that have expired LOAs
- Account holders will begin receiving reminder emails for expiring LOAs
- Update LOAs via My Portal
Communicating with Your Service Provider

• Ensure your service provider is aware of all the documentation needed for future steps in the application process.
  • E.g., Urban/Rural Rate documentation (Telecom Program).
• Include your service provider when you reply to Information Requests via email.
Documentation Retention

• Documentation must be retained five years from the end of the funding year (Telecom Program) and for at least five years after the last day of service delivered in a particular funding year (HCF Program).

• HCPs are required to retain documentation sufficient to establish compliance with all FCC rules.

• Service providers must retain documentation related to the delivery of discounted services for at least five years after the last day of delivery of discounted services.

• HCPs and service providers shall produce records at the request of the Commission, any auditor appointed by USAC or other state or federal agency with jurisdiction.
Examples of Documentation Retention

- **Proof of Eligibility**: Business license, Internal Revenue Service (IRS) not-for-profit determination letter, or IRS Form 990.

- **Competitive Bidding & Vendor Selection**: Copies of all responses or bids received, including bids that were disqualified. Documentation of communications with service providers during the competitive bid process. Bid selection criteria and analysis documentation.

- **Invoicing**: Documentation demonstrating the reimbursements/credits for supported services that were received from the service provider. Documentation demonstrating that the HCP paid the service provider the HCP's share of costs (35% contribution) for services received.
USAC Website & Open Data

FY2019 Applicant Webinar
My Portal Multi-Factor Authentication

- For added security, USAC programs will require multi-factor My Portal log in beginning in Oct/Nov 2019
- Once username and password are entered, account holders will be prompted to select either
  - Text Message Authentication
  - Email Authentication
- The method selected for initial log in, will be used for all future log-ins
My Portal Multi-Factor Authentication

Select an Authentication Factor

- SMS Authentication
- Email Authentication

Don’t Have an Account? Create an account

---

SMS Authentication

Enter Code

Sign In

Don’t Have an Account? Create an account
RHC Program Open Data

- Initial RHC Program Open Data set found [here](#).
- Includes commitment and disbursement information for approved and committed applications.
- [Video guides](#) available to assist in sorting data and filtering information.
- Watch the [RHC Program Data Visualization Demo](#).
- If you have questions on how to use this tool email [opendata@usac.org](mailto:opendata@usac.org)
RHC Program Available Resources

• Online Learning Library
  • New Video: What is the RHC Program?
• Handouts and Reference
• Search Tools
  • HCF Program
  • Telecom Program
Upcoming Summer/Fall trainings

- **August 21 - Service Provider Best Practices Webinar**
  - This webinar is for service providers and will cover best practices in the HCF and Telecom Programs.
  - Service Providers can register [here](#).

- **August 28-30 - RHC Program at NWTRC**
  - RHC Outreach staff will be attending the Northwest Telehealth Resource Center and conducting an RHC 101 training.

- **September 12 - Consortia Best Practices Webinar**
  - Specifically for consortia who want to start and prepare for FY2020 Filing Window.
  - Will go over general questions about forming and organizing a consortia, and how to get ready for the Request for Services (FCC Form 461) process, Consortia Annual Reports, and best practices.
  - Register [here](#).
Questions?
RHC Program Help Desk

- Email: RHC-Assist@usac.org
  - Email at any time to request a one-on-one appointment to learn more about the application process or ask specific questions.

- Phone: (800) 453-1546
  - Hours are 8:00 a.m. – 8:00 p.m. ET